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User guide

HTC Desire 12

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About this guide

In this user guide, we use the following symbols to indicate useful and important information:

This is a note. A note often gives additional information, such as what happens when you choose to do or not to do a certain action. A note also provides information that may only be applicable to some situations.

This is a tip. A tip gives you an alternative way to do a particular step or procedure, or lets you know of an option that you may find helpful.

This indicates important information that you need in order to accomplish a certain task or to get a feature to work properly.

This provides safety precaution information, that is, information that you need to be careful about to prevent potential problems.

Some apps may not be available in all regions or with your mobile operator.

Important note on recoverable data

Files and other data that have been deleted, cleared, removed, or erased from your device may still be recoverable by third-party data recovery software. Even a factory reset may not permanently erase all data from your mobile device, including personal information.

Features you'll enjoy

Android 7 Nougat

Android™ 7 Nougat brings new features that make working with apps and settings even more convenient.

App shortcuts

Starting from Android 7.1, press and hold an app icon to display a menu that lets you quickly access common app functions. For example, from the Clock app icon, you can quickly set a timer or alarm.
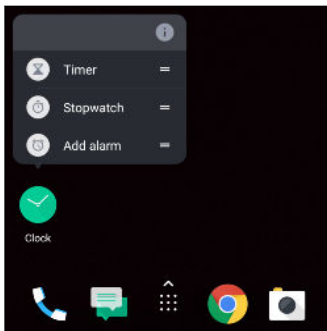
> Not all apps support the app shortcuts feature.

See App shortcuts on page 66.

Multi-tasking made easy

Aside from flipping through running apps, there are faster ways to use the RECENT APPS button ▢ for switching between apps.

- Want to watch a video while chatting at the same time? Use the split-screen view to display two running apps side by side.

- Quickly switch to the previous app with a double tap.

For details, see Multi-tasking on page 67.

Enhanced notifications

See incoming information on a notification without having to open an app. If you received a new message, you can directly send a reply right from the notification. See Notifications panel on page 24.

Improved settings

- Limit how much mobile data your phone uses. When you turn Data Saver on, apps in the background won't be able to use the data connection unless you've set these apps to access mobile data. See Data Saver on page 74.

- Use the Quick Settings bar to toggle Wi-Fi® and other quick settings on and off. See Using Quick Settings on page 21.

- No more navigating back to the main settings screen by screen. There's a slideout menu that you can open anytime to directly access the main settings. See Getting to know your settings on page 21.

- At the top of the Settings screen, see suggestions for how to get more out of your phone.

- Aside from changing the font size, you can also adjust the display size of items such as icons and images. See Adjusting the display size on page 85.

Truly personal

Designed with you in mind, HTC Desire 12 is loaded with HTC apps that make your phone unique and truly personal.

HTC Sense Companion is your companion app that adapts to your lifestyle. With HTC Themes, personalize your phone by creating your own theme that has your selected wallpaper, icons, ringtone, and fonts. To learn more about these and other apps, see HTC apps on page 70.

Unboxing and setup

HTC Desire 12 overview

After taking HTC Desire 12 out of the box, familiarize yourself first with the location of the card tray, controls, and sensors.
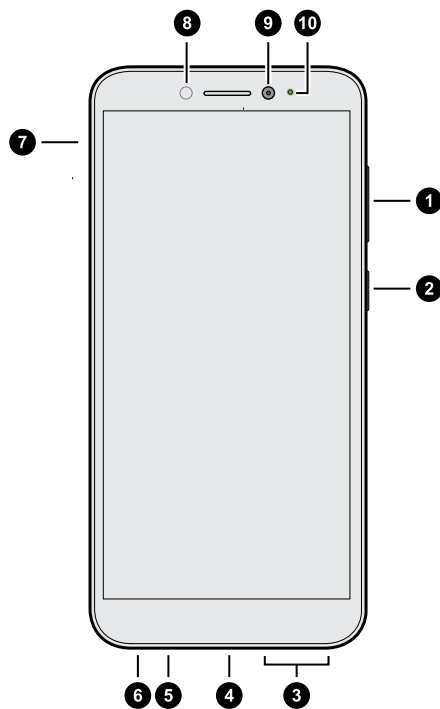
1. VOLUME control
2. POWER button
3. Speaker
4. micro USB connector
5. Microphone
6. 3.5mm headset jack
7. nano SIM and storage card tray
8. Proximity and light sensor
9. Front camera
10. Notification LED

You need a 4G/LTE™ plan to use your operator's 4G/LTE network for voice calls and data services. Check with your operator for details.

- If you want to use a case or screen protector, don't cover and block the proximity sensor. Purchase a case or screen protector designed for HTC Desire 12.

- Avoid liquid or dust from entering the microphone hole to prevent damage to the microphone.

- Avoid connecting third-party headsets or accessories with metallic charms that dangle near the headset jack. Using these may affect signal reception.

- Don't disassemble any part of the phone. Don't try to open the phone or remove the battery by force. This may damage the phone or its electronics and will invalidate the warranty.

Inserting the nano SIM and microSD cards

§ Use a standard nano SIM card. A modified card that is thicker than the standard nano SIM card will not fit properly on the tray and may damage the card slot.

§ The microSD™ card is optional and sold separately.

1. Hold the phone face up.

2. Insert the tip of the tray eject tool that came with your phone—or a small bent paperclip—into the tray eject hole.
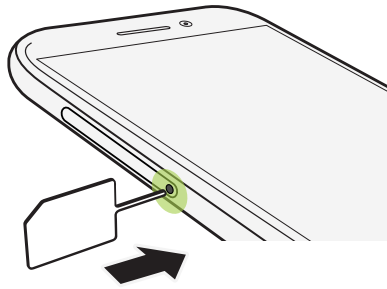
When inserting the eject tool into the tray eject hole to remove the card tray, do not obstruct the tray to avoid damaging the eject mechanism inside the slot.
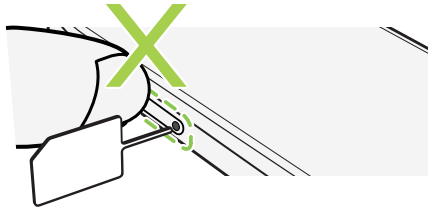
3. Push the tip all the way into the hole until the tray ejects, and then pull the tray out.

4. Do the following to place your nano SIM and microSD cards into the tray:

With the gold contacts facing down, place your nano SIM and microSD cards into the SIM 1, SIM 2, and SD holders of the tray. Make sure to align the cutoff corners of the nano SIM cards to the notches on the holders.
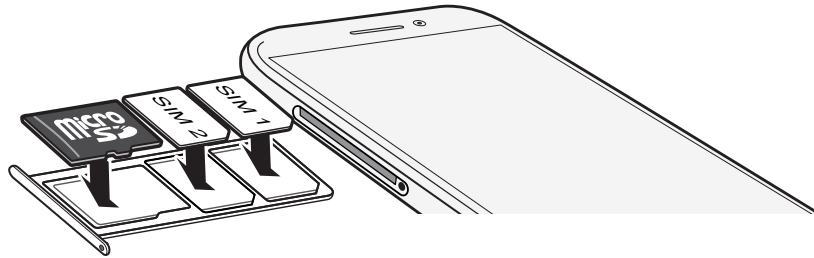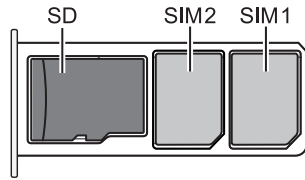
By default, SIM 1 will connect to the 4G LTE/3G network, and SIM 2 will connect to 3G/2G. To find out how to set the preferred card for connecting to 4G LTE, see Managing your nano SIM cards with Dual network manager on page 16.

5. When reinserting the tray, make sure it is facing up so that your cards don't fall out. Hold the tray with the microSD card between your fingers, and then steadily slide the tray all the way into the slot.
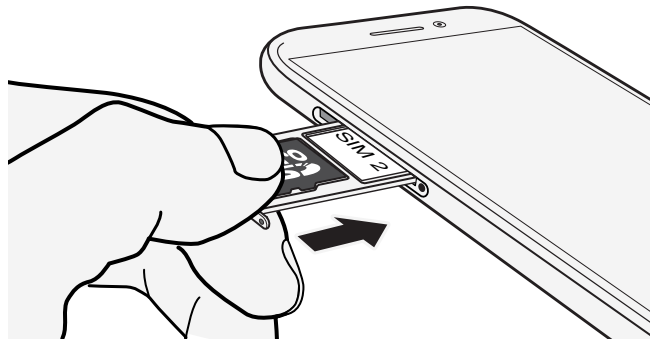
6. Make sure the tray is fully inserted and doesn't protrude from the slot.

Follow the same procedure above to eject the tray and remove your cards. Before ejecting the tray, make sure to unmount your microSD card first. See Unmounting the storage card on page 60.

Charging the battery

Before you turn on and start using HTC Desire 12, it is recommended that you charge the battery.

- If the battery has been discharged for several days, you may need to charge HTC Desire 12 for several minutes before powering it on.

- Use only the adapter and the micro USB cable that came with HTC Desire 12 to charge the battery. When the battery power is too low, make sure to use the power adapter to charge, not the USB cable connection with your computer.

1. Insert the small end of the micro USB cable into the micro USB connector.
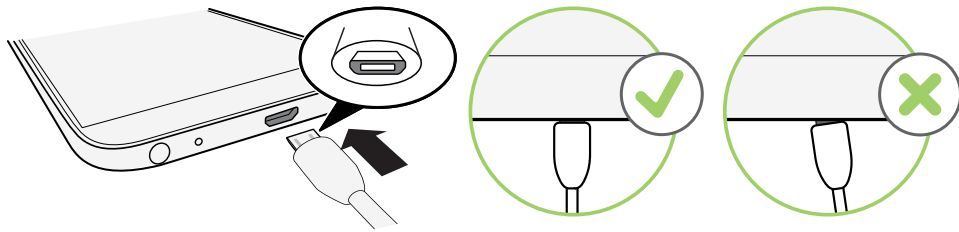
2. Insert the other end of the micro USB cable into the power adapter.

3. Plug in the power adapter to an electrical outlet to start charging the battery.

- As a safety precaution, the battery may stop charging to avoid overheating.

- Avoid charging the battery in hot environments.

- When you're using the web browser and charging the battery, HTC Desire 12 may become warmer. This is normal.

- To conserve energy, unplug the power adapter from the electrical outlet after you finish charging.

Switching the power on or off

Switching the power on

Press the POWER button until HTC Desire 12 vibrates.

When you turn on HTC Desire 12 for the first time, you'll need to set it up.

1. If the display is off, press the POWER button to turn it back on.

2. Press and hold the POWER button for a few seconds.

3. Tap **Power off** on the options menu.

Setting up HTC Desire 12 for the first time

When you switch on HTC Desire 12 for the first time—or after you've done a factory reset—you'll be asked to set it up.

> If you have data from a previous phone that you need to copy over to the new phone, back up the previous phone's data first. For guidance, go to htc.com/support/backup-and-transfer/.

1. If you need to navigate by voice feedback, turn on TalkBack by pressing and holding two fingers on the first screen until you hear a message and then a beep.

   Or if you accidentally enabled TalkBack, follow the onscreen tutorial to turn it off.

2. Choose the system language you want to use, read and agree to the terms of use, choose your Internet connection, and sign in to your Google® Account.

3. On the screen that asks you which device to restore from, do one of the following:

   - If you backed up your old phone using your Google Account, tap the phone name. Tap ∨ to select the apps to install, and then tap **Restore**.
   - If you want to start fresh, tap **Don't restore**.

4. On the Google services screen, make sure the **Back up to Google Drive** option is turned on to enable Auto Backup. It's also recommended to have the options under Location and Device maintenance turned on.

5. Set up Google Assistant, or do this later. For details, visit support.google.com/assistant/.

6. Sign in to your HTC Account to use the same login credentials for HTC services such as Themes and HTC Sense Companion.

7. Follow the remaining instructions to finish your phone setup.

> Some features that need to connect to the Internet such as location-based services and auto-sync of your online accounts may incur extra data fees. To avoid incurring data fees, disable these features under Settings. For more information on location services, see Location settings on page 84.

Adding your social networks, email accounts, and more

You can sync contacts, calendars, and other information from your social networks, email accounts, and online services on HTC Desire 12. Depending on the account type, signing in to your online accounts lets you sync updates between HTC Desire 12 and the Web.

1. From the Home screen, swipe up and then tap **Settings** › **Accounts**.

2. Tap ✚.

3. Tap the account type you want to add.

4. Follow the onscreen instructions to enter your account information.

> § In **Settings** › **Accounts**, tap ⋮ › **Auto-sync data** to turn automatic sync of all your accounts.
>
> § You can add several Google Accounts.

Syncing your accounts

1. From the Home screen, swipe up and then tap **Settings** › **Accounts**.

2. To manually sync individual accounts, tap an account type, and then tap ⋮ › **Sync now** on the Account settings screen.

Removing an account

Remove accounts from HTC Desire 12 if you no longer use them. Removing an account does not remove accounts and information from the online service itself.

1. From the Home screen, swipe up and then tap **Settings** › **Accounts**.

2. Tap an account type.

    If you've signed into multiple accounts under an account type, tap the account to remove.

3. Tap ⋮ › **Remove account**.

> Some personal data may be retained by the third-party app after you have removed the account from HTC Desire 12.

Choosing which nano SIM card to connect to the 4G LTE network

When you have two nano SIM cards inserted on your phone, only one card can connect to the faster 4G LTE network. The other card will connect to the 3G/2G network.

You can set which card you want to connect to the 4G LTE network.

1. From the Home screen, swipe up and then tap **Settings** > **SIM cards**.

2. Tap **Mobile data**.

3. Choose the card you want to connect to the 4G LTE network.

Choosing which SIM card to use for sending SMS and MMS

You can set which default SIM card to use for sending SMS and MMS.

1. From the Home screen, swipe up and then tap **Settings** > **SIM cards**.

2. Tap **SMS messages**.

3. Choose the card you want to use for sending SMS and MMS.

Managing your nano SIM cards with Dual network manager

From the Home screen, swipe up and then tap **Settings** > **SIM cards**. You can turn either card on or off, change the card names, and more.

Your first week with your new phone

HTC Sense Home

After you've turned on and set up HTC Desire 12 for the first time, you'll see the Home screen.

- Swipe right and you'll find HTC BlinkFeed™. You can customize HTC BlinkFeed to show posts from your social networks, headlines from your favorite news media, and more. For details, see http://www.htc.com/support/apps/blinkfeed/.

- Swipe left and you'll discover space for adding your favorite widgets, apps, and more so they're just a tap away. You can also add panels. For details, see Adding or removing a widget panel on page 30.

- You can change the apps on the launch bar at the bottom of the Home screen. See Launch bar on page 32.

While you're in another screen or app, press ◯ to return to the last Home screen you visited.

Turning Sleep mode on or off

Sleep mode saves battery power by putting HTC Desire 12 into a low power state while the display is off. It also stops accidental button presses when HTC Desire 12 is in your bag.

- To turn off the display and switch to Sleep mode, briefly press the POWER button.

  HTC Desire 12 also automatically goes into Sleep mode when it's left idle for a while. You can change the time before HTC Desire 12 sleeps by setting the screen timeout.

- To wake up your phone from Sleep mode, press the POWER button.

Unlocking the screen

Swipe up to unlock the screen.

If you've set up a screen lock, you'll be asked to provide your credentials before HTC Desire 12 unlocks.

If you've set an event reminder or an alarm, you can snooze or dismiss the event or alarm right from the lock screen. Just drag 🕐 or ✕ up.

Touch gestures

Use touch gestures to get around the Home screen, open apps, scroll through lists, and more.

Tap
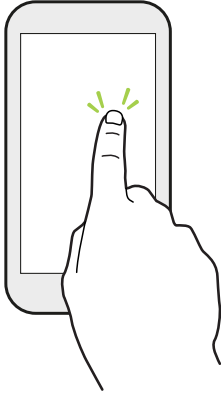
Tap the screen with your finger when you want to select onscreen items such as application and settings icons, or press onscreen buttons.

Press and hold
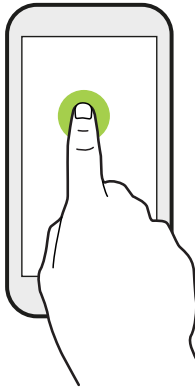
To open the available options for an item (for example, a contact or link in a webpage), just press and hold the item.

Swipe or slide
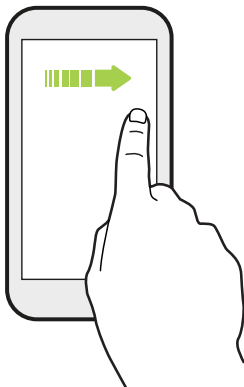
Quickly swipe your finger horizontally across the screen to go to other Home screen panels. Swipe vertically to scroll through a list, document, and more.

Drag
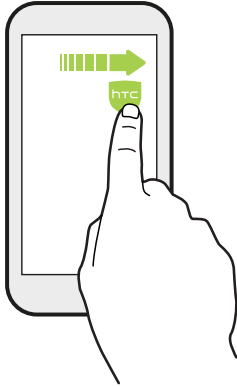
Press and hold your finger with some pressure before you start to drag. While dragging, don't release your finger until you have reached the target position.

Flick
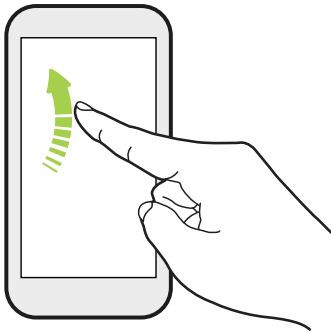
Flicking the screen is similar to swiping, except that you need to swipe your finger in light, quicker strokes, such as when moving right and left on the Home screen, or flicking through a contacts or message list.

Press and flick
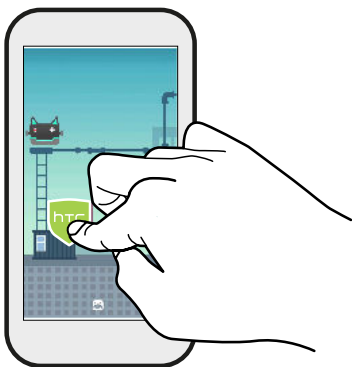
On the Home screen, you can easily move a widget or icon from one screen to another.

Press and hold the widget or icon with one finger, and flick the screen to the new location with another finger.

Slide with two fingers

In some apps, slide two fingers apart to zoom in when viewing a picture or text.
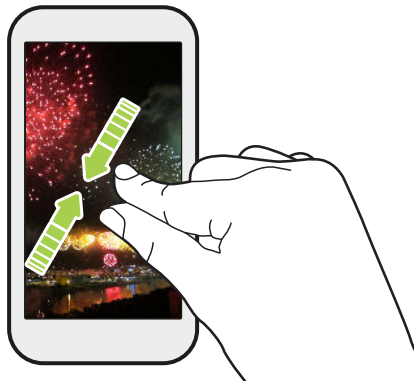
Slide two fingers together to zoom out of the picture or text.

Two-finger swipe

Swipe down from the status bar using two fingers to access Quick Settings.

Getting to know your settings

Want to change the ringtone, set up a Wi-Fi connection, or add your accounts? Do this and more in Settings.

1. Open Settings from the Apps screen or Notifications panel.

    - From the Home screen, swipe up or tap ⠿ , and then find and tap **Settings**.
    - Open the Notifications panel, and then tap ✿ .

2. Here are some of the basic settings you can change:

    - Tap the **On/Off** switch next to an item such as Wi-Fi to turn it on or off. Tap the item itself to configure its settings.

    - Tap **Sound** to set a ringtone or change ringtone volume.

    - Tap **Notifications** to configure notification settings.

    - Tap **Accounts** to add and sign in to your different accounts, such as email, social networks, and more.

    - Tap **Security** to help secure HTC Desire 12, for example with a screen lock.

    - Tap an item under Suggestions to check out new or recommended settings to customize.

3. You can also swipe right on the Settings screen to see the list of main settings and quickly jump from one setting to another. Or, tap 🔍 in Settings to easily find options and settings.
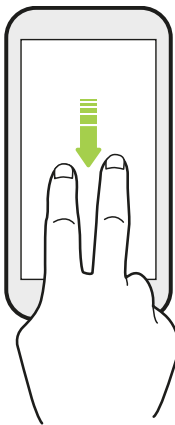
Using Quick Settings

In the Quick Settings panel, easily turn settings such as Wi-Fi and Bluetooth® on or off.

1. Swipe down from the top of the screen to open the Notifications panel.

    Right below the **Settings** button, you'll see the first six Quick Settings tiles.

2. To see all of the Quick Settings tiles, do any of the following:

    - With two fingers, swipe down from the status bar.

    - Swipe down twice from the status bar.

3. Swipe left or right to see more tiles.

4. To turn a setting on or off, just tap its tile.

You can remove, replace, or rearrange the tiles in Quick Settings.

1. With two fingers, swipe down from the top of the screen to open Quick Settings.

2. Tap ✎ and do one of the following:

   - Press and hold a tile, and then drag it to your desired position.
   - Press and hold a tile, and then drag it down under the Drag to add tiles section to hide it from the Quick Settings panel.
   - Under the Drag to add tiles section, drag a tile up to show it in the Quick Settings panel.

3. Press ◁ .

There is a limit to the number of tiles that can be shown in the first panel of Quick Settings. You may need to swipe left on the Quick Settings panel to see more Quick Settings tiles.

Capturing your phone's screen

Want to show off your high game score or write a blog post about HTC Desire 12 features? It's easy to take a picture of the screen to share.

1. Press and hold POWER and VOLUME DOWN at the same time.

2. Open the Notifications panel, and then slide two fingers apart on the Screenshot captured notification.

3. Tap **Share**.

Travel mode

Do you often travel across time zones? Turn on Travel mode in Settings to see a dual clock on the Home screen and lock screen that shows both your home and current time zones.

- Make sure you turn on location services in your phone settings.
- Set your home time zone first in the Clock app.

1. From the Home screen, swipe up and then tap **Settings** > **Date & time**.
2. Tap the Travel mode **On**/**Off** switch to turn travel mode on or off.

You'll see a dual clock of your home and current locations once your phone detects a different time zone from the home time zone you've set.

Restarting HTC Desire 12 (Soft reset)

If HTC Desire 12 is running slower than normal, is unresponsive, or has an app that is not performing properly, try rebooting and see if that helps solve the problem.

1. If the display is off, press the POWER button to turn it back on.
2. Press and hold the POWER button, and then tap **Restart**.

HTC Desire 12 not responding?

If HTC Desire 12 does not respond when you touch the screen or press the buttons, you can still restart it.

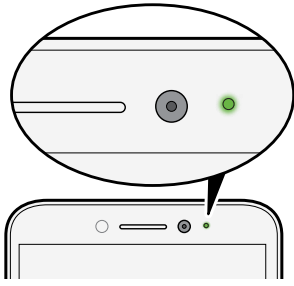Press and hold the POWER and VOLUME DOWN until your phone vibrates, and then release the buttons.

You may need to press and hold the buttons for 12 to 15 seconds before the phone vibrates.

Notifications

Notification LED

The notification LED shows a:

▪ Solid green light when HTC Desire 12 is connected to the power adapter or a computer and the battery is fully charged.

▪ Flashing green light when you have a pending notification.

▪ Solid orange light when the battery is being charged.

▪ Flashing orange light when the battery level reaches very low.

Notifications panel

Notification icons inform you of new messages, calendar events, alarms, and activities in progress such as files downloading.

When you see notification icons, open the Notifications panel to check out details of the notifications that you've received.

To open the Notifications panel, slide down from the top of the screen.

Or just swipe down anywhere on the Home screen.
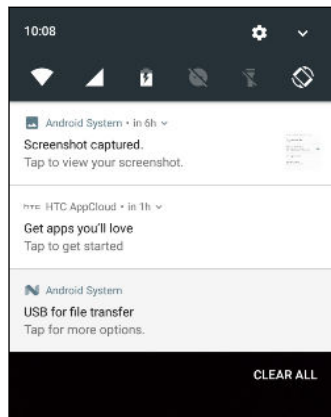
▪ Tap the notification to open the corresponding app.

▪ To dismiss just one notification in the list, drag it left or right.

▪ Slide two fingers apart on the notification to expand it and see more details or see if there are more notifications bundled inside it. Slide two fingers together on the notification to minimize it again.

▪ Some notifications allow you to take immediate action. For example, tap a missed call notification to return the call or reply with a text message.

▪ If you have several notifications, scroll through the list screen to see them all.

▪ To dismiss all non-persistent notifications, tap **Clear all**.

▪ You can change what app notifications you want to receive and also snooze some notifications to temporarily remove them. See Managing app notifications on page 25.

Managing app notifications

You can choose which types of app notifications to mute, block, or override your Do Not disturb settings.

1. From the Home screen, swipe up and then find and tap **Settings**.

2. Tap **Notifications**, and then tap the app to set.

   You can also press and hold a notification in the Notifications panel or the lock screen to see the notification settings you can customize.

3. Tap the **On/Off** switch next to option you want to toggle.

Settings for app notifications are applied to notifications in the Notifications panel and the lock screen.

Selecting, copying, and pasting text

1. Press and hold on a word.

2. Drag the start and end anchors to highlight the text you want to select.

3. Tap **Copy**.

4. In a text entry field (for example, while composing an email), press and hold at the point where you want to paste the text.

5. Tap **Paste**.

Sharing text

1. After you have selected the text, tap **Share**.

2. Choose where to share the selected text.

Entering text

The keyboard becomes available when you tap a text field in an app.

▪ Tap the keys on the onscreen keyboard to enter letters and numbers, as well as punctuation marks and symbols.

▪ Tap ⇧ to enter an uppercase letter. Tap twice to turn on caps lock.

▪ Press and hold keys with gray characters at the top or bottom to enter numbers, symbols, or accented letters. Some keys have multiple characters or accents associated with them.

▪ Tap 12# to show number and symbol keys. Tap abc to return to the main keyboard.

▪ Tap ☺ to choose from a wide selection of emojis.

▪ Tap 🖑 to check out more features, options, and settings.You can resize the keyboard space, change the layout and design, download dictionaries, and more.

▪ Press ◁ to close the onscreen keyboard.

Entering text by speaking

1. Tap an area where you want to enter text.

2. On the onscreen keyboard, press and hold 🎤.

3. When you see the microphone button and the words "Try saying something", say the words you want to enter.

4. Enter punctuation marks by saying the name. For example, say "comma".

Enabling smart keyboard options

Turn on the keyboard's advanced features to help you type faster, such as contextual prediction, auto-correction, and more.

1. From the Home screen, swipe up and then tap **Settings** > **Languages & input**.

2. Tap **Virtual keyboard** > **TouchPal - HTC Sense Version** > **Smart input**.

3. Select the options to enable.

How can I type faster?

The onscreen keyboard of your phone is highly customizable. You can modify its settings and options to enhance your typing experience.

Here are some tips that you could try:

- **Show the numeric keys on the top row of the keyboard.** Go to Settings, and then tap **Languages & input**. Tap **Virtual keyboard** > **TouchPal - HTC Sense Version** > **General settings**. Select **Number Row**.

- **Turn on Contextual prediction.** Go to Settings, and then tap **Languages & input**. Tap **Virtual keyboard** > **TouchPal - HTC Sense Version** > **Smart input**, and then make sure that **Contextual prediction** is selected. This option enables next word prediction and will also allow the keyboard to learn from the usual word patterns you type for better word suggestions.

- **Switch to landscape mode.** With two fingers, swipe down from the status bar and check if **Auto rotate** is turned on. Open the app you need, and then tap a text field to show the keyboard. Turn your phone sideways to bring up a bigger keyboard.

  You can then tap 👆 > **Split**.

- **Resize or reposition the keyboard.**

  Open the app you need, and then tap a text field to show the keyboard. Tap 👆 , and then tap **Resize**. Drag any of the border arrows to resize your keyboard.
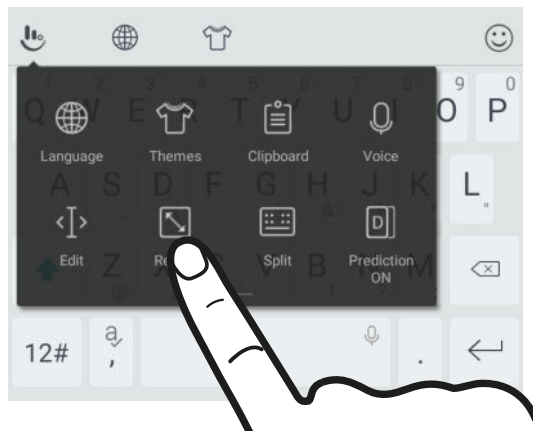
  To move the keyboard up, drag the center button up.

Updates

Software and app updates

Download and install software updates for the latest performance enhancements, bug fixes, and security improvements. HTC Desire 12 can check and notify you if there's a new update available.

Some app updates are available from HTC or your mobile operator, and you'll receive notifications on your phone when there are new updates. Or you can install app updates from Google Play Store. Some HTC apps that are not preloaded in certain phones can also be downloaded from Google Play Store.

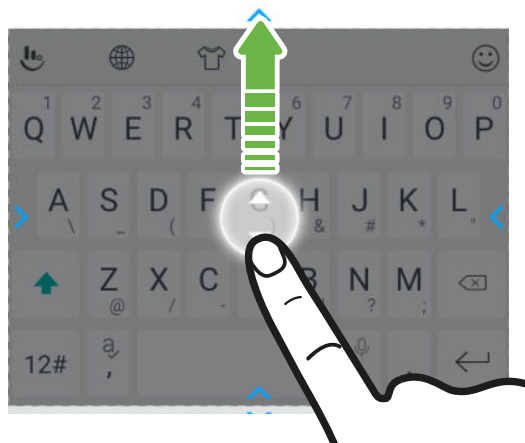The information in this guide may not be most up-to-date if there are more recent software or app updates available.

Checking your system software version

Before installing a system software update, you can check first what Android version you have on your phone.

1. From the Home screen, swipe up and then find and tap **Settings**.

2. Tap **About phone**.

3. Check under Android version.

Checking for updates manually

1. From the Home screen, swipe up and then find and tap **Settings**.

2. Tap **About phone** ˃ **System updates**. HTC Desire 12 checks if updates are available.

If you don't have Internet connection, you'll be prompted to turn on mobile data or connect to a Wi-Fi network. Once connected, tap **Check now** to check for updates.

Installing a software update

When HTC Desire 12 is connected to the Internet and there's a new software update available, the update notification icon ⬇ appears in the status bar.

1. Slide the Notifications panel open, and then tap the system update notification.

2. If you don't want to download the update using your data connection, select **Update over Wi-Fi only**.

3. Tap **Download**.

4. When download is complete, select **Install now**, and then tap **OK**.

After updating, HTC Desire 12 will restart.

Installing an application update

When Internet connection is on and there's an available update for your HTC or mobile operator apps, the update notification icon appears in the status bar.

1. Slide the Notifications panel open, and then tap the update notification.

    The Updates screen opens with the list of application updates to be installed.

2. Tap an item to view its details, and then tap .

3. When you're done reviewing the updates, tap **Install**. You'll be asked to restart HTC Desire 12 if needed.

Installing app updates from Google Play Store

Most apps get updated with improvements and bug fixes through Google Play Store. You can manually update apps or set your phone to automatically download and install app updates when available.

1. From the Home screen, swipe up and then find and tap **Play Store**.

2. Tap to open the slideout menu.

3. Tap **My apps & games**.

4. On the Updates tab, you'll see the list of apps that have updates available.

5. Tap **Update** beside the app you want to update.

> Tap **Update All** if you want to update all the apps.

> In Play Store, tap > **Settings** > **Auto-update apps** to choose how you want Google Play Store to update your apps.

Home screen layout and fonts

Adding or removing a widget panel

- You won't be able to add a new widget panel if you've already reached the maximum limit.

- HTC BlinkFeed always appears as the first panel (if it's not removed). A widget panel cannot be added before HTC BlinkFeed.

1. Press and hold an empty space on a widget panel.

2. Tap **Edit page**.

3. To add a new widget panel, swipe left until you see the ✚ icon, and then tap it.

4. To remove a widget panel, swipe left or right until you see the panel, and then tap **Remove**.

5. When done, press ◁ .

Arranging widget panels

A widget panel cannot be moved and inserted before HTC BlinkFeed.

1. On HTC BlinkFeed or any widget panel, slide two fingers together to customize the Home screen.

2. Press and hold a widget panel thumbnail, and then drag it left or right to the position that you want.

3. When you're done arranging widget panels, press ◁ .

Changing your main Home screen

Set HTC BlinkFeed or a widget panel as your main Home screen.

1. Press and hold an empty space on a widget panel.

2. Tap **Edit page**.

3. Swipe left or right until you see the panel that you want to use as your main Home screen.

4. Tap **Set as home**.

5. Press ◁ .

Pressing ○ from an app will first return you to the last panel you were in. Just press ○ again to go to your main Home screen.

Home wallpaper

Choose from the available wallpapers, or use any photo you've taken with the camera.

1. Press and hold an empty space on a widget panel.

2. In the pop-up menu, tap **Wallpaper**.

3. Choose from where you want to select a wallpaper.

    To use a photo you captured with the camera, tap Photos, choose a photo, and then tap **Done**.

4. If prompted, choose whether to use the wallpaper for the Home screen, lock screen, or both.

Changing the default font size

1. From the Home screen, swipe up and then tap **Settings** ⟩ **Display**.

2. Tap **Font size**, and then select the size you want.
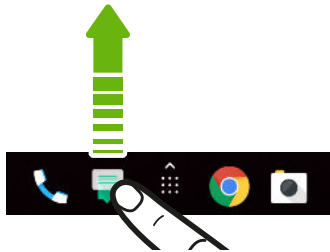
Widgets and shortcuts

Launch bar

The launch bar gives you one-touch access to commonly used apps and other shortcuts. You can replace the apps on the launch bar with the ones you often use.

- You can only customize the launch bar while in Classic layout.

- If you're using the Freestyle layout, you will only see the launch bar on the lock screen. Icons displayed will be the same ones you have in the Classic layout.

1. Press and hold the app you want to replace, and then drag it out to ▉ .

2. Tap ⋮⋮⋮ to go to the Apps screen.

3. Press and hold an app, and then drag it to the empty slot on the launch bar.

- You can also group apps on the launch bar into a folder. See Grouping apps on the widget panel and launch bar on page 33.

- The apps or other shortcuts on the lock screen are the same as the ones on the launch bar.

Adding Home screen widgets

Widgets make at-a-glance important information and media content readily available.

1. Press and hold an empty space on a widget panel.

2. In the pop-menu, tap **Add apps and widgets**.

3. Tap ⌄ > **Widgets**.

4. Scroll through the widgets, or tap 🔍 to search for a specific widget.

5. Press and hold a widget, and then drag it to a widget panel you want to add it to.

Changing the widget settings

You can modify basic settings of some widgets.

1. Press and hold a widget on your Home screen, and then drag it to ✿ .

2. Customize the widget settings.

Resizing a widget

Some widgets can be resized after you've added them to your Home screen.

1. Press and hold a widget on the Home screen, and then release your finger. If a border appears, that means the widget is resizable.

2. Drag the sides of the border to enlarge or shrink the widget size.

Adding Home screen shortcuts

Place apps you often use on any widget panel of your Home screen. You can also add shortcuts to frequently used settings, favorite contacts, and more.

1. Press and hold an empty space on a widget panel.

2. In the pop-up menu, tap **Add apps and widgets**.

3. Tap ◗ > **Apps** or **Shortcuts**.

4. Scroll through the apps or shortcuts, or tap 🔍 to search for one.

5. Press and hold an app or shortcut, and then drag it to a widget panel you want to add it to.

> 💡 To add an app from the Apps screen, press and hold the app, and then drag it to a widget panel.

Grouping apps on the widget panel and launch bar

1. Press and hold an app, and then drag it over to another app to automatically create a folder.
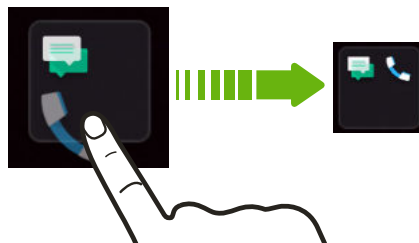
2. Tap the folder to open it.

3. Tap the folder window's title bar, and then enter a new folder name.

4. Add more apps into the folder. Tap ✚ , select your apps, and then tap **Done**.

You can also add shortcuts to settings or information to a folder. Add a shortcut first to a widget panel, and then drag it over to the folder.

Removing items from a folder

1. On the launch bar or widget panel, tap a folder to open it.

2. Press and hold an app or shortcut in the folder, and then drag it out to ∎ .

Moving a Home screen item

You can easily move a widget, icon, or sticker from one widget panel to another.

1. Press and hold a Home screen item with one finger.

2. With another finger, flick left or right to rotate the screen to another widget panel.
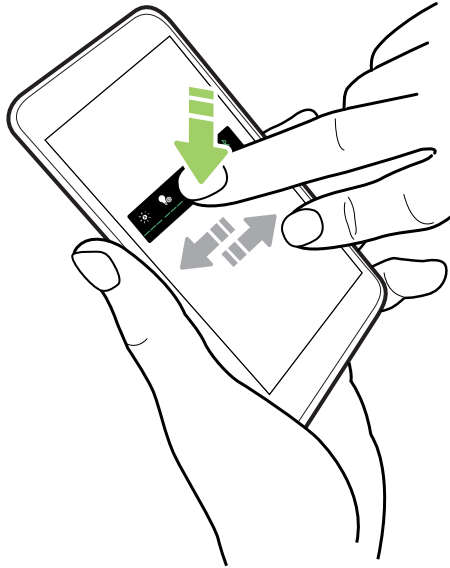
3. Release the item to where you want to move it.

Removing a Home screen item

1. Press and hold the widget, icon, or sticker you want to remove, and then drag it to ∎ .

2. When the item turns red, lift your finger.

Sound preferences

Changing your ringtone

Make sure the volume is on.

1. From the Home screen, swipe up and then tap **Settings** > **Sound**.

2. Tap **Phone ringtone**.

3. Select a ringtone from the list.

4. When you're done selecting your ringtone, tap **OK**.

Changing your notification sound

Make sure the volume is on.

1. From the Home screen, swipe up and then tap **Settings** > **Sound**.

2. Tap **Default notification ringtone**, and then select one from the list.

3. Tap **OK**.

Setting the default volume

1. From the Home screen, swipe up and then tap **Settings** > **Sound**.

2. Slide the volume bars for each type of sound source.

Taking photos and videos

Camera basics

Take photos, videos, and selfies using the camera.

On the Home screen, tap the camera icon to open the Camera app.

Zooming

Before taking a photo or video, slide two fingers apart on the Viewfinder screen to zoom in or together to zoom out. You can also freely zoom in or out while recording.

Choosing a capture mode

By default, the Camera app is set to normal capture mode for taking photos and changing photo settings. You can select panorama mode to capture sweeping views of landscapes.

Some camera features and photo settings are not available when you're in panorama mode.

While on the Viewfinder screen, tap 🖳 and then:

- Tap 🖳 to switch to panorama mode.
- Tap 🖳 to switch back to normal mode.

Turning the camera flash on or off

Make sure you're in normal capture mode. See Choosing a capture mode on page 36 for details.

Tap the flash icon to choose a flash setting.

Setting the photo resolution

Make sure you're in normal capture mode. See Choosing a capture mode on page 36 for details.

1. On the Home screen, tap the camera icon to open the Camera app.
2. Tap 🖳 , and then tap 🖳 .
3. Tap **Picture size** to change the photo quality and size.

Choosing a scene mode

You can switch to **Night**, **Sports**, or any of the other scene modes to match your camera's settings to specific scenes or conditions when taking photos.

> Make sure you're in normal capture mode. See Choosing a capture mode on page 36 for details.

1. On the Home screen, tap the camera icon to open the Camera app.

2. Tap ⊞ , and then tap ⚙.

3. Tap **Scene mode**, and then select the mode you want to use.

To have the camera automatically choose settings for the environment, select **Auto**.

Taking a photo

Take photos and selfies, even while recording videos.

1. On the Home screen, tap the camera icon to open the Camera app.

2. Point the camera at what you want to capture. You can tap the screen to change the focus to a different subject.

3. When you're ready to take the photo, tap ⬤.

Using HDR

When shooting portraits against a bright background, use HDR, short for High Dynamic Range, to capture your subjects clearly. HDR brings out the details of both the highlights and shadows, even in high contrast lighting.

> ▪ Make sure you're in normal capture mode. See Choosing a capture mode on page 36 for details.
>
> ▪ HDR works best when your subject is steady. The camera takes two shots at different exposure levels and combines them into one enhanced photo.

1. On the Home screen, tap the camera icon to open the Camera app.

2. Tap ᴴᴰᴿ to enable HDR.

3. When you're ready to take the photo, tap ⬤

Taking a panoramic photo

Get a wider shot of a landscape in one sweep.

> Some camera features and photo settings are not available when you're in panorama mode.

1. On the Home screen, tap the camera icon to open the Camera app.

2. Switch to **Panorama** mode. See Choosing a capture mode on page 36 for details.

3. Put your camera in portrait or landscape view.

4. When you're ready to take the shot, tap .

5. Start panning in the direction of one of the directional arrows and then match the white arrow with the blue arrow on the Viewfinder screen.

6. Continue panning and hold HTC Desire 12 as steadily as you can while capturing frames.

   You can tap to stop and save your captured frames or to cancel without saving.

The camera stitches the frames into a single photo.

Taking photos with the self-timer

When you use the self-timer, the Camera app counts down before taking the shot. You can set the countdown time.

> Make sure you're in normal capture mode. See Choosing a capture mode on page 36 for details.

1. On the Home screen, tap the camera icon to open the Camera app.

2. Tap , and then tap .

3. Tap **Self timer** to set the countdown time.

4. To start the timer, tap . The camera takes the photo after the countdown.

Taking burst shots

Do you want to take photos of moving subjects? Whether it's your kid's football game or a car race, you can capture the action.

> Make sure you're in normal capture mode. See Choosing a capture mode on page 36 for details.

1. On the Home screen, tap the camera icon to open the Camera app.

2. Press and hold .The camera takes consecutive shots of your subject.

Taking selfies

Use the front camera to take selfies.

Make sure you're in normal capture mode. See Choosing a capture mode on page 36 for details.

1. On the Home screen, tap the camera icon to open the Camera app.

2. Tap to switch to the front camera.

3. When you're ready to take the photo, tap .

Recording video

Capture moments as videos using the Camera app.

1. On the Home screen, tap the camera icon to open the Camera app.

2. On the Viewfinder screen, do any of the following to switch to Video mode:

   § In landscape view, swipe from the top edge of the screen.

   § In portrait view, swipe from the right edge of the screen.

3. To set your preferred video settings, like audio mode and video quality, tap > .

4. When you're ready to start recording, tap .

5. Change focus to a different subject or area by just tapping it on the Viewfinder screen.

6. Tap to pause the recording, and then tap to resume.

While recording, tap whenever you want to capture a still shot.

7. To stop recording, tap .

Taking a video selfie

Make sure you're in normal capture mode. See Choosing a capture mode on page 36 for details.

1. On the Home screen, tap the camera icon to open the Camera app.

2. On the Viewfinder screen, do any of the following to switch to Video mode:

   § In landscape view, swipe from the top edge of the screen.

   § In portrait view, swipe from the right edge of the screen.

3. Tap to switch to the front camera.

4. To set your preferred video settings, like audio mode and video quality, tap > .

5. When you're ready to start recording, tap .

6. Tap ⏸ to pause the recording, and then tap ▶ to resume.

7. To stop recording, tap ⏹.

Applying a filter

Use the available filters to make your photos and videos look like they've been taken through special lenses.

Choose a filter first before you start taking a photo or video.

1. On the Viewfinder screen, tap ⚹.

2. Preview the filters on the screen, or swipe right to access more filters.

3. Choose one of the available filters.

    Or if you don't want to apply any filter, swipe left to go back to the Viewfinder screen.

Google Photos

What you can do on Google Photos

Here are some of the things you can do when using Google Photos™ on your phone.

- View, edit, and share the photos and videos you've taken on your phone. You can also access the media files previously backed up to your Google Account.

- To select photos and videos, press and hold a thumbnail to select one. Tap a date to select all the media files under it. Or, press and hold a thumbnail as your first selection, and then drag your finger to the last item you want to select.

> To learn more about Google Photos, tap ☰ > **Help**. Or, you can visit support.google.com/photos.

Viewing photos and videos

> When you open Google Photos for the first time, sign in to your Google Account, if prompted, and choose whether to turn backup and sync on or off.

1. From the Home screen, swipe up and then find and tap Photos.

   You'll see your local and synced photos and videos organized by date.

2. To switch to another view, tap ⋮ > **Layout**, and then choose how you want to view your media files.

3. Tap a thumbnail to view it in full screen.

4. To view only the photos and videos saved on the phone storage and storage card, tap ☰ to open the slideout menu, and then tap **Device folders**.

Editing your photos

1. From the Home screen, swipe up and then find and tap Photos.

2. Tap a photo thumbnail to view it in full screen.

3. Tap 🎛, and then do any of the following:

   - Tap 🎛 to adjust the brightness, color, and more.

   - Tap ⊡ to apply a filter to the photo.

   - Tap ⟲ to rotate or crop the photo.

4. While you're editing, press and hold the photo to compare your changes to the original.

5. After making your adjustments, tap **Save**.

Trimming a video

1. From the Home screen, swipe up and then find and tap Photos.

2. Tap a video thumbnail to view it in full screen.

3. Tap ⛃ , and then drag the trim sliders to the part where you want the video to begin and end.

4. Tap ▶ to preview your trimmed video.

5. Tap **Save**.

The trimmed video is saved as a copy. The original video remains unedited.

Phone calls

Making a call

You can either dial a number directly, or make quick calls from your favorites or call history.

1. On the Home screen, tap the phone icon to open the **Phone** app.

2. Enter the phone number or first few letters of the contact's name to see the top matching contact.

3. Tap the contact you want to call.

> If the phone number has an extension, tap ⦂⦂⦂ after connecting to the main line and then dial the extension number.

4. Tap the name that corresponds to the card you want to use.

Making a call with your voice

Call a contact hands-free using your voice.

1. On the Home screen, tap the phone icon to open the **Phone** app.

2. Tap 🎤 .

3. Say the name of contact you want to call. For example, say "`Call [person's name in phonebook]`."

4. Tap your contact's name then select which card to use to make the call.

Calling a number in a message

When you receive a text message that has a phone number in it, you can just tap the number to place a call.

Receiving calls

When you receive a phone call from a contact, the Incoming call screen appears.

Answering or rejecting a call

Do one of the following:

- Tap **Answer** or **Dismiss**.
- If you've set up a lock screen, tap and drag the call icon to 📞 to accept the call or to 📞 to reject it.

Muting the ringing sound without rejecting the call

Do one of the following:

- Press the VOLUME DOWN or VOLUME UP button.
- Press the POWER button.

Returning a missed call

You'll see the missed call icon in the status bar when you miss a call.

1. Slide the Notifications panel open to check who the caller is.

2. To return the call, tap **Call back**.

If you have multiple missed calls, tap the missed calls notification to open the Call History tab.

Emergency call

In some regions, you can make emergency calls from HTC Desire 12 even if the nano SIM card has been blocked or if you don't have one installed.

> If you don't have a network signal, you won't be able to make an emergency call.

1. On the Home screen, tap the phone icon to open the **Phone** app.

2. Dial the emergency number for your locale, and then tap .

> If you've enabled but forgotten your lock password or lock pattern, you can still make emergency calls by tapping **Emergency** on the screen.

What can I do during a call?

When a call is in progress, you can turn the speakerphone on, place the call on hold, and more.

Putting a call on hold

To put the call on hold, tap . The status bar then displays the hold call icon .

To resume the call, tap again.

Switching between calls

If you're already in a call and you accept another call, you can switch between the two calls.

1. When you receive another call, tap and drag the call icon to to accept the second call and put the first call on hold.

2. To switch between the calls, tap the person you want to talk to on the screen.

......
Turning the speakerphone on or off during a call
......

| ! | To decrease potential damage to your hearing, do not hold HTC Desire 12 to your ear when the speakerphone is on. |

- On the call screen, tap . The speakerphone icon appears in the status bar.

- To turn the speakerphone off, tap .

......
Muting the microphone during a call
......

On the call screen, tap to toggle between turning the microphone on or off. When the microphone is turned off, the mute icon appears in the status bar.

......
Ending a call
......

Do one of the following to end the call:

- On the call screen, tap .
- Slide the Notifications panel open, then tap **Hang Up**.

Setting up a conference call

Conference calling with your friends, family, or co-workers is easy. Make or accept a call, and then simply dial each subsequent call to add it to the conference.

| | Make sure that you have conference calling service activated. Contact your mobile operator for details. |

1. Make a call to the first conference call participant.

2. When connected, tap , and then dial the number of the second participant. The first participant is put on hold.

3. When connected to the second participant, tap > **Merge calls**.

4. To add another participant, tap , and then dial the number of the contact.

5. When connected, tap > **Merge calls** to add the participant to the conference call. Tap to access options such as ending the call with a participant.

6. To end the conference call, tap .

Call History

Use Call History to check missed calls, your dialed numbers, and received calls.

1. On the Home screen, tap the phone icon to open the **Phone** app.

2. Swipe to view the Call History tab.

3. Do one of the following:

   § Tap a name or number in the list to call.

   § Press and hold a name or number in the list to display the options menu.

Adding a new phone number to your contacts from Call History

1. On the Call History tab, tap the number you want to add as a new contact.

2. Choose whether to create a new contact or save the number to an existing contact.

Clearing the Call History list

1. On the Call History tab, tap ⋮ > **Call history**.

2. To clear the entire list, tap ⋮ > **Clear call history**.

3. Tap **OK**.

> To clear individual items, go to the Call History tab, tap on the name of the contact or number you want to delete then tap ⓘ > 🗑 .

Switching between silent, vibrate, and normal modes

Do one of the following:

§ To change from silent to normal mode, press the VOLUME UP button three times.

§ To change from vibrate to normal mode, press the VOLUME UP button twice.

§ Go to Settings, and then tap **Sound** to select a new sound setting.

SMS and MMS

Sending a text or multimedia message via Android Messaging

1. From the Home screen, swipe up and then find and tap **Messaging**.

2. Tap ▤₊.

3. Enter a contact name or mobile number in the **Type name or number** field. You can also select a contact or a group.

4. Tap the box that says **Type text message**, and then enter your message.

> ▪ There is a limit on the number of characters for a single text message. If you exceed the limit, your text message will be delivered as one but will be billed as more than one message.
>
> ▪ Your text message automatically becomes a multimedia message if you enter an email address as the recipient, add a message subject, attach an item, or compose a very long message.

5. To add a multimedia attachment, tap ✎, choose an attachment type, and then select the item to attach.

6. Tap ➤ for the corresponding card that you want to use.

Viewing and saving an attachment from a multimedia message

▪ If there's a media attachment such as a photo or video in a received message, tap it to view the content.

▪ To save the attachment, press and hold the multimedia message (not the thumbnail), and then choose to save the attachment from the options menu.

Contacts

Your contacts list

The Contacts app lists all contacts you've stored on HTC Desire 12 and from online accounts you're logged in to. Use the Contacts app to easily manage communications with people that matter to you.

1. From the Home screen, swipe up and then find and tap **Contacts**.
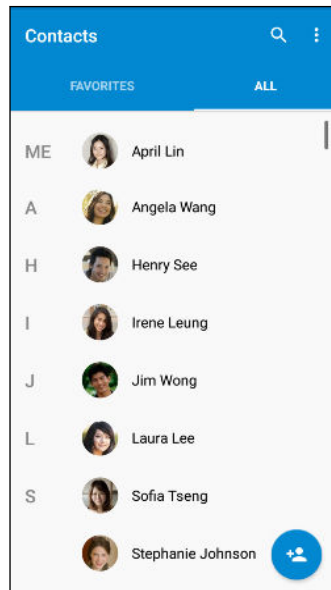
2. On your contacts list, you can:

   - View your profile and edit your contact information.
   - Create, edit, find, or send contacts.
   - Tap a contact photo to find ways to quickly connect with the contact.

To sort your contacts by their first or last name, tap ⋮ > **Settings** > **Sort by**.

Setting up your profile

Store your personal contact information to easily send it to other people.

1. From the Home screen, swipe up and then find and tap **Contacts**.

2. Tap **Set up my profile**.

3. Enter your name and contact details.

4. Tap ⬕ or the current photo to change your contact photo.

5. Tap ✓.

To edit your profile, tap **ME** on the main screen of the Contacts app, and then tap ✐ .

Adding a new contact

1. From the Home screen, swipe up and then find and tap **Contacts**.

2. On the All contacts tab, tap ⁺👤 .

3. If prompted, choose which account the contact will sync with.

4. Enter the contact information in the fields provided.

5. Tap ✓.

Editing a contact's information

1. From the Home screen, swipe up and then find and tap **Contacts**.

2. On the Contacts tab, tap a contact, and then tap ✐ .

3. Enter the new information.

4. Tap ✓.

Getting in touch with a contact

1. From the Home screen, swipe up and then find and tap **Contacts**.

2. Tap a contact's name, and then choose how you want to get in touch with that contact.

Laura Lee

108 1001 0009
Mobile
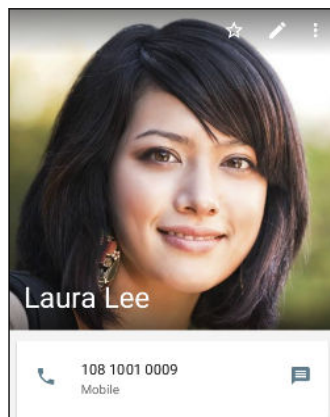
Tap ☆ to add the contact to Favorites.

Importing contacts from your nano SIM card

1. From the Home screen, swipe up and then find and tap **Contacts**.

2. On the All contacts tab, tap ⋮ > **Import/export**.

3. Choose which card to import from.

4. If prompted, select which account you'd like to import your contacts to.

5. Select the contacts you want to import.

6. Tap **OK**.

Sending contact information

1. From the Home screen, swipe up and then find and tap **Contacts**.

2. On the All contacts tab, tap your profile or someone's contact name.

3. Tap ⋮ > **Share**.

4. Choose how you want to send the vCard.

Battery

Tips for extending battery life

How long the battery can last before it needs recharging depends on how you use HTC Desire 12. Try out some of these tips to help increase battery life.

Use the power management features

- Turn **Battery saver** mode on in Settings.

- Monitoring your battery usage helps identify what's using the most power so you can choose what to do about it. For details, see Checking battery usage on page 53.

Manage your connections

- Turn off wireless connections such as mobile data, Wi-Fi, or Bluetooth when not in use.

- Turn GPS on only when a precise location is needed, such as while using navigation or location-based apps. See Location settings on page 84.

- Turn on Airplane mode when you don't need any wireless connections and you don't want to receive calls or messages.

Manage your display

Lowering the brightness, letting the display sleep when not in use, and keeping it simple helps save battery power.

- Lower the screen brightness when you don't need it. See Screen brightness on page 85.

- Set the screen timeout to a shorter time. See Setting when to turn off the screen on page 85.

- Don't use a live wallpaper for your Home screen. Animation effects are nice to show off to other people but they drain your battery.

  Changing your wallpaper to a plain, black background can also help a little. The less color is displayed, the less battery is used. See Home wallpaper on page 31.

Manage your apps

▪ Battery optimization helps extend battery standby time. See Battery optimization for apps on page 53.

▪ Install the latest software and application updates. Updates sometimes include battery performance improvements.

▪ Uninstall or disable apps that you never use.

Many apps run processes or sync data in the background even when you're not using them. If there are apps that you don't need anymore, uninstall them.

If an app came preloaded and can't be uninstalled, disabling the app can still prevent it from continuously running or syncing data. See Disabling an app on page 69.

Limit background data and sync

Background data and sync can use a lot of battery power if you have many apps syncing data in the background. It's recommended not to let apps sync data too often. Determine which apps can be set with longer sync times, or sync manually.

▪ In Settings, tap **Accounts** and check what types of data are being synced in your online accounts. When the battery is starting to run low, temporarily disable syncing some data.

▪ If you have many email accounts, consider prolonging the sync time of some accounts.

If you are using the HTC Mail app, select an account, tap ⋮ > **Settings** > **Sync, Send & Receive**, and then adjust the settings under Sync schedule.

▪ When you're not traveling from one place to another, sync weather updates of only your current location, rather than in all of your named cities. Open the Weather app, and then tap ⋮ to edit and remove unneeded cities.

▪ Choose widgets wisely.

Some widgets constantly sync data. Consider removing the ones that are not important from your Home screen.

▪ In Play Store, tap ☰ > **Settings**, and then clear **Add icon to Home screen** to avoid automatically adding Home screen app shortcuts whenever you've installed new apps. Also tap **Auto-update apps** > **Do not auto-update apps** if you're fine with updating apps from Play Store manually.

Other tips

To squeeze in a little bit more battery power, try these tips:

▪ Tone down the ringtone and media volume.

▪ Minimize the use of vibration or sound feedback. In Settings, tap **Sound** and choose which ones you don't need and can disable.

▪ Check your apps' settings as you may find more options to optimize the battery.

Using battery saver mode

Battery saver mode helps to increase battery life. It reduces the usage of phone features that drain the battery such as location services and mobile data.

1. From the Home screen, swipe up and then find and tap **Settings**.

2. Tap **Battery**.

3. Tap **Battery saver** , and then tap the **On/Off** switch to turn battery saver mode on or off.

   To set when to automatically switch this mode on, tap **Turn on automatically** , and then select a battery level.

Checking battery usage

See how the system and apps are using the battery and how much power is being used.

1. From the Home screen, swipe up and then find and tap **Settings**.

2. Tap **Battery**, and then tap an item to check how it's using the battery.

3. If you see the Adjust power use section while viewing battery use details, you can tap the option underneath it to adjust settings that affect battery usage.

Another way to check the battery usage per app is to go to **Settings**, and then tap **Apps**. Tap the app you want to check, and then tap **Battery**.

> If the **Battery** option on the App info screen is grayed out, it means the app is currently not using the battery.

Checking battery history

Check how long you've been using HTC Desire 12 since the last charge. You can also see a chart that shows how long the screen has been on, and how long you've been using connections like the mobile network or Wi-Fi.

1. From the Home screen, swipe up and then find and tap **Settings**.

2. Tap **Battery**.

3. Tap the chart to vive battery usage over time in History details.

Battery optimization for apps

When you have connections such as Wi-Fi on while the phone is in sleep mode, some apps may still continue to use the battery. Starting from Android 6.0, battery optimization is enabled for all apps by default which helps prolong battery standby time when you're not using the phone.

The phone needs to be sitting idle for an extended period of time before battery optimization takes effect.

Turning battery optimization off in apps

If there are apps that you don't want battery optimization enabled, you can turn the feature off in those apps.

1. From the Home screen, swipe up and then find and tap **Settings**.

2. Tap **Battery**.

3. Tap ⋮ > **Battery optimization**.

4. Tap **Not optimized** > **All apps** to see the complete list of apps.

5. To turn off battery optimization in an app, tap the app name, and then tap **Don't optimize** > **Done**.

   Repeat this process to turn off optimization in other apps.

To filter the list and see which apps have battery optimization disabled, tap **All apps** > **Not optimized**.

Storage

Freeing up storage space

As you use HTC Desire 12, you'll accumulate data and fill its storage capacity over time. Here are some tips on how to free up phone storage space.

Manage photos and videos

- After taking continuous camera shots, keep only the best shot. Discard the rest, if you don't need them.

- After editing a photo or trimming a video, the original file is kept. Delete original files or move them elsewhere, such as to your computer.

- If you're only sending videos through MMS, use a lower resolution. Hi-res video takes up more space.

Remove unused themes

Themes can quickly consume up storage space because themes can include images, sounds and icons. Remove themes you're not using. See Deleting a theme in http://www.htc.com/support/apps/themes/.

Remove or disable apps

Uninstall apps that you've downloaded if no longer need them. See Uninstalling an app on page 64.

Preinstalled apps can be disabled when you're not using them. See Disabling an app on page 69.

Move apps to the storage card

Third-party apps that you've downloaded and installed can be moved to the storage card if you've set up the card as internal storage. See Moving apps and data between the phone storage and storage card on page 57 and Moving an app to or from the storage card on page 58.

Types of storage

Starting from Android 6.0, there have been some changes on how and where downloaded apps and their data can be stored.

Phone storage

This is the internal storage which contains the Android system, preinstalled apps, email, text messages, and cached data from the apps. You can also install apps that you've downloaded and capture photos, videos, and screenshots to this storage.

Storage card

Use your storage card as a removable storage to store and access your media and other files on HTC Desire 12 or any Android phone, or set it up as an extension of the internal storage. See Should I use the storage card as removable or internal storage? on page 56.

USB storage

You can plug in an external USB storage device such as a USB flash drive or an SD card reader. You need a special cable to connect HTC Desire 12 and a USB storage device.

Should I use the storage card as removable or internal storage?

Use your storage card as removable storage when there's already content such as your media and other files so that you don't lose these content. If you have a brand new storage card, choose whether to use it as removable storage or set it up as an extension of the internal storage.

Removable storage

Use a new storage card as removable storage to be able to insert and use the card on HTC Desire 12 and other Android phones.

Internal storage

Set up a new storage card as internal storage for more privacy and secure use. This encrypts and formats the storage card to work just like the internal storage.

This also expands the internal storage space since:

- Captured screenshots, camera shots, media, and other files will be stored on the storage card.

- Third-party apps that you installed and their data can be moved between the phone storage and storage card.

> ! After setting up the storage card as internal storage, the card can only be used on HTC Desire 12 where it has been formatted.

Setting up your storage card as internal storage

When you insert a storage card that has not been used on HTC Desire 12 before, the card will be mounted as removable storage by default.

If the storage card is new or doesn't have content you want to keep, you can format the storage card to use it as internal storage for HTC Desire 12.

- See Should I use the storage card as removable or internal storage? on page 56 to find out the differences between using the storage card as removable storage or internal storage.

- If there are still files on the storage card, back up the files first before you format the card.

1. From the Home screen, swipe up and then tap **Settings** > **Storage**.

2. Under Portable storage, tap the name of your storage card.

3. Tap ⋮ > **Storage settings**.

4. Tap **Format as internal**, and then tap **Erase & format**.

5. Follow the onscreen instructions to move your installed apps and their data from the phone storage to the storage card.

If you no longer want to use your storage card as internal storage, you can reformat the card as removable storage. Before you do so, make sure to move all the apps and data from the card back to the phone storage. See Moving apps and data between the phone storage and storage card on page 57.

Moving apps and data between the phone storage and storage card

If you've set up your storage card as internal storage, you can move third-party apps that you installed and their data such as photos, media, and downloaded files to the storage card to free up phone storage space.

If you no longer want to use your storage card as internal storage, make sure to move all the apps and data from the card back to the phone storage.

1. From the Home screen, swipe up and then tap **Settings** > **Storage**.

2. Tap the name of your storage card if you're moving app data from the phone storage to the card, or tap **Internal shared storage** if you're moving data from the storage card back to the phone storage.

3. Tap ⋮ > **Migrate data**.

4. Tap **Move**.

> - Screenshots will also be migrated.
>
> - When you take new photos or videos, capture new screenshots, or download new files after the migration, they will be saved to the new storage location.

Moving an app to or from the storage card

When you're running out of phone storage space, you can move a downloaded app and its data to the storage card if the card has been set up as internal storage.

If you need to reformat your storage card, make sure to move each app and its data back to the phone storage before formatting the card.

> Preinstalled apps cannot be moved. Some third-party apps you've downloaded and installed to the phone storage may also not allow you to move them to the storage card.

1. From the Home screen, swipe up and then tap **Settings** > **Storage**.

2. Tap **Internal shared storage**, and then tap **Apps** if you want to move an app from the phone storage to the storage card.

   Or tap the name of your storage card, and then tap **Apps** if you need to move an app from the storage card back to the phone storage.

3. Tap an app you want to move.

4. Tap **Change**, and then tap where you want to move it to.

5. Tap **Move**.

Copying or moving files between the phone storage and storage card

Go to Settings to view and manage files on the phone storage and storage card. If you're using your storage card as removable storage, you can copy or move your files between the phone storage and storage card. You can also copy or move files to or from an external USB storage device when you have it connected to HTC Desire 12.

1. From the Home screen, swipe up and then tap **Settings** > **Storage**.

2. Tap **Internal shared storage** then tap **Explore**, or tap the storage card name.

   Or tap the external USB storage device if you have one connected.

3. Open the folder that contains the files you want to copy or move.

4. To select or deselect files:

- Press and hold a file to select it. To select more files, tap each file.
- Tap a file to deselect it.
- To select all files, tap ⋮ > **Select all**.

5. Tap ⋮ , and then tap **Copy to** or **Move to**.

6. Tap ☰ to open the slideout menu, and then choose the type of storage where to copy or move to, and then open the destination folder.

7. Tap **Copy** or **Move**.

Copying files between HTC Desire 12 and your computer

You can copy your music, photos, and other files to HTC Desire 12.

- Save and close your files before copying them from your computer to HTC Desire 12, or vice versa.
- If you're using your storage card as internal storage, your computer will only show storage card content.

1. Connect HTC Desire 12 to the computer using the supplied micro USB cable.

2. On HTC Desire 12, unlock the screen if it's locked.

3. On the pop-up message that asks whether to use USB for file transfers, tap **Yes**.

    If you don't see this message, slide the Notifications panel open, tap the **Use USB to** notification, and then tap **Transfer files**.

    You'll then see options for viewing or importing files on the computer screen.

4. Choose to view files.

5. Copy the files from your computer to HTC Desire 12, or vice versa.

6. After copying the files, disconnect HTC Desire 12 from the computer.

Unmounting the storage card

When you need to remove the storage card while HTC Desire 12 is on, unmount the storage card first to prevent corrupting or damaging the files in the storage card.

> If your storage card is used as internal storage and there are apps that were moved to the card, you will not be able to open these apps after unmounting the card.

1. From the Home screen, swipe up and then tap **Settings** > **Storage**.

2. Do one of the following:

   - If your storage card appears under Portable storage, tap ⏏ .
   - If your storage card appears under Device storage, tap the card name, and then tap ⋮ > **Eject**.

File Manager

Use the File Manager app to browse and organize files and folders on your phone storage and storage card.

1. From the Home screen, swipe up and then find and tap **File Manager**.

2. On the app's Home screen, tap a file storage to open it.

3. To rename a file or folder, press and hold it, and then tap ⋮ > **Rename**.

4. To select multiple items, tap ⋮ > **Select file or folder**. Then tap each item you want to select, or tap ◀ > **Select All**.

5. After selecting items, tap the icons at the bottom of File Manager to share, copy, cut, or delete them. You can only share files and not folders.

6. After copying or cutting items, navigate to another folder or file storage, and then paste them.

Backup and reset

Backing up HTC Desire 12

Automatically back up HTC Desire 12 to Google Drive™ so you can restore content such as app data and settings when needed.

1. From the Home screen, swipe up and then tap **Settings** > **Backup & reset**.

2. Tap **Back up my data**.

3. Tap the **On/Off** switch to turn it on, and then press ◁ .

4. Make sure **Automatic restore** is turned on.

   This allows an app's data and settings saved through the Android Backup Service to be restored when you reinstall the app on HTC Desire 12.

> To select a backup account other than your primary Google Account, tap **Backup account** and then select another Google Account. You can also tap **Add account** to add a new Google Account for your backup.

What types of data can be backed up?

On phones running Android 7, these are the items that can be backed up using your Google Account:

Home screen	Wallpaper
App list	▪ Apps installed through Google Play Store. ▪ App screen's grid size, sort order, and app folders you created in Custom view.
App data and settings	▪ Call history. ▪ Google Calendar™ and Gmail™ settings. ▪ Data that's synced to your Google Account such as Google contacts and calendar events. ▪ Data in HTC apps, such as contacts in the Contacts app that you saved on the phone, Clock and Weather city list, and email accounts in the Mail app. ▪ Data and settings in third-party apps you installed, depending on whether these apps allow this.
Device settings	Ringtones, Wi-Fi networks and their passwords, and certain device settings.

Auto Backup periodically backs up your phone to a private folder in Google Drive. It occurs every 24 hours when the phone is idle, charging, and connected to a Wi-Fi network.

Backup data will not count towards your Google Drive storage quota. Large files or files that app developers have chosen to exclude from the service will not be backed up.

Restoring your wallpaper from your old phone may depend on screen resolution compatibility of both your old phone and HTC Desire 12.

Resetting network settings

Reset the network settings when you're having problems connecting HTC Desire 12 to your mobile data or Wi-Fi network and Bluetooth devices.

1. From the Home screen, swipe up and then find and tap **Settings**.

2. Tap **More** > **Network settings reset**.

3. In dual SIM phone models, tap ▼ to select a card slot.

4. Tap **Reset settings**.

5. Tap **Reset settings**.

Resetting HTC Desire 12 (Hard reset)

If HTC Desire 12 has a persistent problem that cannot be solved, you can perform a factory reset (also called a hard reset or master reset). A factory reset reverts the phone back to its initial state—the state before you turned on the phone for the first time.

Factory reset will remove all data on your phone storage, including apps you've downloaded and installed, your accounts, your files, as well as system and app data and settings. Be sure to back up any data and files you want to keep before you do a factory reset.

1. From the Home screen, swipe up and then tap **Settings** > **Backup & reset**.

2. Tap **Factory data reset**.

3. Tap **Reset Phone**.

4. Tap **Erase Everything**.

A factory reset may not permanently erase all data from your phone, including personal information.

Installing and removing apps

Getting apps from Google Play Store

Google Play Store is the place to go to find new apps for HTC Desire 12. Choose from a wide variety of free and paid apps ranging from productivity apps, entertainment, to games.

> - To purchase apps and other content on Google Play Store, you can use the payment methods from your Google account. When you make your first purchase, your selected payment method will be added to your Google account. To learn more about accepted payment methods, see support.google.com.
> - The available payment methods vary by country.
> - The name of the Play Store app may differ depending on your region.

Finding and installing an app

When you install apps and use them on HTC Desire 12, they may require access to your personal information or access to certain functions or settings. Download and install only apps that you trust.

> Be cautious when downloading apps that have access to functions or a significant amount of your data on HTC Desire 12. You're responsible for the results of using downloaded apps.

1. From the Home screen, swipe up and then find and tap **Play Store**.

2. Tap the search bar and enter the app name you're looking for.

3. When you see the app in the search results list, tap it and read its description and user reviews.

4. Do one of the following:

   - To install a free app, tap **Install**.
   - To install a paid app, tap the price button. If you have not added a payment method to your Google Account, tap ⌄ to select the payment method, and then tap **Continue**.

To open the app, tap **Open** after installing or go to the Apps screen and tap the app.

> Apps sometimes get updated with improvements or bug fixes. By default, updates are automatically downloaded when your phone is connected to a Wi-Fi network. In the Google Play Store app settings, you can turn auto-update off. See Installing app updates from Google Play Store on page 29.

Restoring apps from Google Play Store

Upgraded to a new phone, replaced a lost one, or performed a factory reset? Restore apps that you previously downloaded.

1. From the Home screen, swipe up and then find and tap **Play Store**.

2. Tap ≡ to open the slideout menu.

3. Tap **My apps & games** and swipe to the Library tab.

4. Tap **Install** next to the app you want to restore.

For more details, refer to the Google Play Store help.

Downloading apps from the web

You can download apps directly from websites.

> Apps downloaded from websites can be from unknown sources. To help protect HTC Desire 12 and your personal data, we strongly recommend that you only download from websites you trust.

1. Open the browser, and then go to the website where you can download the app you want.

2. If prompted, change the security settings to allow installation from "Unknown sources".

3. Follow the website's download instructions for the app.

4. After installing the app, make sure to go back to **Settings** > **Security** and clear the **Unknown sources** option.

Uninstalling an app

If you no longer need an app that you've downloaded and installed, you can uninstall it.

> Most of the preloaded apps cannot be uninstalled.

From the Apps screen, press and hold the app you want to remove, and then drag it to **Uninstall**.

> If you purchased an app in Play Store, you can uninstall it for a refund within a limited time. To know more about the refund policy for paid apps, refer to the Google Play Store help.

Working with apps

Accessing your apps

There are two easy ways to access your app list.

- Swipe up on the Home screen.
- Tap ⠿ on the HTC BlinkFeed or Home screen.

Arranging apps

You can arrange and rearrange the apps on the Apps screen.

1. From HTC BlinkFeed or any widget panel, tap ⠿.
2. Tap ⊙ , and then choose how to arrange apps, such as alphabetically.
3. Select **Custom** if you want to rearrange or group apps into folders.

Showing or hiding apps in the Apps screen

1. On the Apps screen, tap ⋮ > **Show/hide apps**.
2. Select the apps you want to hide, or clear their check boxes to unhide them.
3. Tap **Done**.

Grouping apps into a folder

1. On the Apps screen, tap ⊙ > **Custom**.
2. Tap ⋮ > **Rearrange apps**.
3. Press and hold an app, and then drag it over to another app to automatically create a folder.
4. To add more apps, drag each app over to the folder.
5. To name the folder, open the folder, tap its title bar, and then enter a folder name.
6. When you're done, tap ✓ .

Moving apps and folders

1. On the Apps screen, tap ⊙ > **Custom**.
2. Tap ⋮ > **Rearrange apps**.

3. Press and hold an app or folder, and then do one of the following:

  ▪ Drag the app or folder to another position on the same page. Wait until you see the occupying icon move away before releasing your finger.

  ▪ Drag the app or folder to the ⌄ or ⌃ arrow to move it to another page.

4. When you're done, tap ✓ .

Removing apps from a folder

1. On the Apps screen, tap ❂ > **Custom**.

2. Tap ⋮ > **Rearrange apps**.

3. Tap the folder to open it.

4. Press and hold an app, and then drag it out to the Apps screen. Wait until you see the occupying icon move away before releasing your finger.

5. When you're done, tap ✓ .

App shortcuts

Starting from Android 7.1, press and hold an app icon on a widget panel or the Apps screen to display a menu that lets you quickly access common app functions.

Not all apps support the app shortcuts feature.

1. Press and hold an app icon, for example Clock.

2. From the displayed menu, tap the function you want to launch in the app.
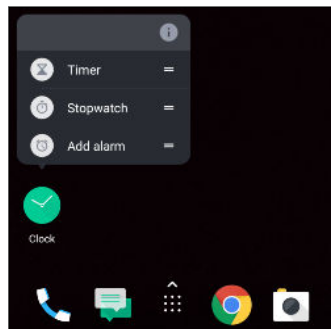
Multi-tasking

Working with two apps at the same time

> Some apps may not support this feature.

1. Open the first app you want to use, and then press and hold ▢ . A screen divider will appear onscreen.

2. Do one of the following:

   - If the app you want to use is in the recent apps list, tap it to make it the second active app.
   - Press ○ , and then open the app you want to use as the second active app.

To turn off the split-screen view, drag the handle of the screen divider to the top or bottom edge of the screen.

Switching between recently opened apps

When using different apps on your phone, you can easily switch between the apps you've recently opened.

Press ▢ to see your recently-opened apps.
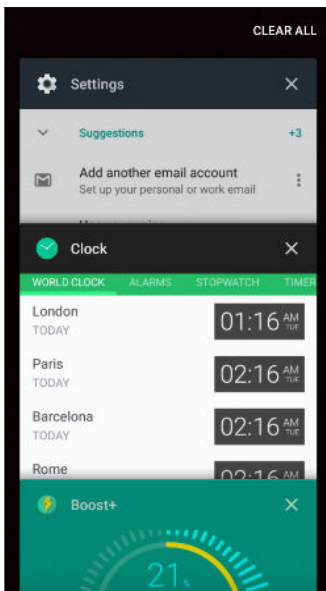
- To go back to an app, flip through the cards to find the app and tap it.

- To remove an app, drag it left or right.

- To remove all of the apps, tap **Clear all**.

Or, press ▢ twice to quickly switch between two most recently used apps.

Controlling app permissions

When you open apps the first time, you'll be prompted to grant them permissions to access certain data or features, such as contacts or the microphone. This gives you more control over which apps have authorized access.

- If you suspect a certain app of being malicious or requesting unnecessary permissions, you should choose **Deny** to protect your phone.

- If you choose **Deny** in a trusted app, you may not be able to use the app or access its full functionality. When this happens, go to Settings to change the app permissions.

1. From the Home screen, swipe up and then find and tap **Settings**.

2. Tap **Apps**.

3. Tap the app you want to configure, and then tap **Permissions**.

4. Choose which permissions you want to turn on.

Setting default apps

In Settings, you can choose default apps for web browsing, text messaging, and more.

1. From the Home screen, swipe up and then find and tap **Settings**.

2. Tap **Apps**.

3. Tap ✿ .

4. Under Default, choose your default launcher, web browser, phone, text messaging apps, and more.

Setting up app links

If there's more than one app that can be opened when you tap a link—such as a shared social post or media link—you may be prompted to choose the app you want to use. When you're prompted after you've tapped a link, select an app, and then tap **Always** to set that app as the default app to use.

You can also go to Settings to see how app links have been set up for different apps and change them.

1. From the Home screen, swipe up and then find and tap **Settings**.

2. Tap **Apps**.

3. Tap ✿ > **Opening links**.

4. Tap the app you want to configure, and then tap **Open supported links**.

5. Select **Open in this app** to always open the app without being prompted when you tap a link.

   You can also choose whether to always be prompted to choose the app or never use the app for opening links.

Disabling an app

Apps, even if not used often, may be running in the background and downloading data. If an app cannot be uninstalled, you can disable it.

1. From the Home screen, swipe up and then find and tap **Settings**.

2. Tap **Apps**.

3. Tap the app, and then tap **Disable**.

HTC apps

Boost+

Use Boost+ to tune your phone's performance, improve battery consumption, clear junk files, and manage the apps on the phone. Learn more about Boost+ by going to http://www.htc.com/support/apps/boost-plus/.

HTC BlinkFeed

Get the latest news about your interests with HTC BlinkFeed. Choose which sources, such as social media or news, show up on your feed. Learn more about HTC BlinkFeed by going to http://www.htc.com/support/apps/blinkfeed/.

HTC Themes

Themes brings a quick and easy way for you to customize your phone with elements such as wallpapers, sounds, and icons. Learn more about Themes by going to http://www.htc.com/support/apps/themes.

HTC Sense Companion

HTC Sense Companion is a personal companion that's always learning from you, and the things you do every day. Learn more about what HTC Sense Companion can do for you by going to http://www.htc.com/support/apps/sense-companion/.

- HTC Sense Companion retrieves information from third party websites and databases. HTC is not responsible for the accuracy of such third party content.

- To regularly receive suggestions and reminders in HTC Sense Companion, your phone must be connected to the Internet. It's recommended to keep your mobile data or Wi-Fi connection always on.

- More features will be added through an HTC system update or app update.

Mail

The Mail app is where you read, send, and organize email messages from one or more email accounts that you've set up on your phone. Learn more about Mail by going to http://www.htc.com/support/apps/mail/.

Weather

Use the Weather app and widget to check the current weather and weather forecasts for the next few days. Learn more about Weather by going to http://www.htc.com/support/apps/weather/.

Clock

Get more from the Clock app than just the regular date and time. Use your phone to also check the times around the world, set an alarm, and even use it as a stopwatch. Learn more about Clock by going to http://www.htc.com/support/apps/clock/.

Sound Recorder

Recording voice clips

Use Sound Recorder to record the audio of lectures, interviews, and more.

1. From the Home screen, swipe up and then find and tap **Sound Recorder**.

2. Hold the microphone near the sound source.

3. Tap ⬤ to start recording a voice clip.

> Sound Recorder can run in the background while you do other things on HTC Desire 12, except when you open other apps that also use audio functions.

4. Tap ❙❙ to pause the recording.

5. Tap ⬛ to stop recording.

6. Tap **Save**.

To play back the voice clip, tap ▶.

> To see your recorded voice clips, tap ☰. Tap a voice clip to play it.

Internet connections

Turning the data connection on or off

Turning your data connection off saves battery life and money on data charges.

> You need a 4G/LTE plan to use your operator's 4G/LTE network for voice calls and data services. Check with your operator for details.

1. From the Home screen, swipe up and then find and tap **Settings**.

2. Tap **Data usage**.

3. Tap the Mobile data **On/Off** switch to turn it on or off.

> If you don't have the data connection turned on and you're also not connected to a Wi-Fi network, you won't receive automatic updates to your email, social network accounts, and other synced information.

Managing your data usage

If you're on a limited data allowance, it's important to keep track of the activities and apps that usually send and receive data, such as browsing the web, syncing online accounts, and sending email or sharing status updates.

Here are some other examples:

- Streaming web videos and music

- Playing online games

- Downloading apps, maps, and files

- Refreshing apps to update info and feeds

- Uploading and backing up your files to your online storage account

- Using HTC Desire 12 as a Wi-Fi hotspot

- Sharing your mobile data connection by USB tethering

To help you save on data usage, connect to a Wi-Fi network whenever possible and set your online accounts and emails to sync less frequently.

Data Saver

Data Saver helps you limit cellular data costs by restricting background data usage. You can also set applications to always have access to a data connection—such as your email app—to be ignored by Data Saver.

1. From the Home screen, swipe up and then find and tap **Settings**.

2. Under Wireless & networks, tap **Data usage**.

3. Tap **Data Saver** and then tap the **On/Off** switch to turn it on or off.

4. Tap **Unrestricted data access**, and then tap the **On/Off** switch next to those apps that you want to still have access to data connection even if Data Saver is turned on.

Turning data roaming on or off

Connect to your mobile operator's partner networks and access data services when you're out of your mobile operator's coverage area.

> ! Using data services while roaming may be costly. Check with your mobile operator for data roaming rates before you use data roaming.

1. From the Home screen, swipe up and then find and tap **Settings**.

2. Tap **More** > **Mobile networks**.

3. In dual SIM phone models, switch to the tab of the SIM card that you want to set.

4. Tap the Data roaming **On/Off** switch to turn it on or off.

Keeping track of your data usage

Monitor your data usage to help prevent going over your monthly data allowance.

> Data usage measured by HTC Desire 12 may differ from, and be less than, your actual data usage.

1. From the Home screen, swipe up and then find and tap **Settings**.

2. Under Wireless & networks, tap **Data usage**.

   At the top you'll see a bar that displays the data usage to date, and the data usage cycle, alert, warning, and limit, if one has been set.

3. With Mobile data turned on, tap **Mobile data usage** that corresponds to the card you want to set, and then tap ✿ .

4. Tap **Billing cycle**, and then set the day of the month when your usage cycle resets. This date is usually the start of your monthly billing cycle.

5. Tap **Data warning** and enter the amount of data usage at which you'll be alerted before you reach your monthly data limit. Tap ▼ to change the unit.

6. Turn **Set data limit** on to automatically disable your data connection when you reach the set limit.

7. Tap **Data limit** and enter the set data usage at which your data connection will automatically be disabled. Tap ▼ to change the unit.

Viewing the data usage of apps

1. From the Home screen, swipe up and then find and tap **Settings**.

2. Under Wireless & networks, tap **Data usage**.

3. In dual SIM phone models, tap **Mobile data usage** that corresponds to the card you want to view.

4. Scroll down the screen to see a list of apps and their data usage info.

5. Tap an app to see more details.

Wi-Fi connection

To use Wi-Fi, you need access to a wireless access point or "hotspot".

> The availability and strength of a Wi-Fi signal varies depending on objects the Wi-Fi signal has to pass through (such as buildings or a wall between rooms).

Turning Wi-Fi on or off

1. From the Home screen, swipe up and then find and tap **Settings**.

2. Tap **Wi-Fi**, and then tap the **On/Off** switch to turn Wi-Fi on or off. You'll see a list of detected wireless networks.

> - To manually scan for Wi-Fi networks, tap ⋮ > **Refresh**.
> - Tap ⚙ to view saved networks, enable a notification when public Wi-Fi is available, and set Wi-Fi status during sleep mode.

Connecting to a Wi-Fi network

1. Turn Wi-Fi on, and check the list of detected Wi-Fi networks.

    See Turning Wi-Fi on or off on page 75.

2. Tap a Wi-Fi network you want to connect to.

3. If you selected a secured network, enter the network key or password.

4. Tap **Connect**. You'll see the Wi-Fi icon ▼ in the status bar when connected.

Connecting to a Wi-Fi network via WPS

If you're using a Wi-Fi router with Wi-Fi Protected Setup (WPS), you can connect HTC Desire 12 easily.

1. Turn Wi-Fi on, and check the list of detected Wi-Fi networks.

   See Turning Wi-Fi on or off on page 75.

2. Tap ⋮ > **Advanced** > **WPS Push Button**, and then press the WPS button on your Wi-Fi router.

> To use the Wi-Fi Protected Setup (WPS) PIN method, tap ⋮ > **Advanced** > **WPS Pin Entry**.

Connecting to VPN

Add virtual private networks (VPNs) so you can connect and access resources inside a local network, such as your corporate or home network.

Before you can connect HTC Desire 12 to your local network, you may be asked to:

- Install security certificates.

- Enter your login credentials.

- Download and install a required VPN app, if you're connecting to a secured enterprise network. Contact your network administrator for details.

Also, HTC Desire 12 must first establish a Wi-Fi or data connection before you can start a VPN connection.

Adding a VPN connection

> You must first set a lock screen PIN, password, or pattern before you can use credential storage and set up the VPN.

1. From the Home screen, swipe up and then find and tap **Settings**.

2. Under Wireless & networks, tap **More**.

3. Tap **VPN** > ✚.

4. Enter the VPN settings and set them up according to the security details your network administrator gave you.

5. Tap **Save**.

Connecting to a VPN

1. From the Home screen, swipe up and then find and tap **Settings**.

2. Under Wireless & networks, tap **More**.

3. Tap **VPN**.

4. Tap the VPN that you want to connect to.

5. Enter your log in credentials, and then tap **Connect**. When you're connected, the VPN connected icon ⚲ appears in the notification area of the status bar.

To disconnect from a VPN connection, tap the VPN connection, and then tap **Disconnect**.

You can then open the web browser to access resources such as your corporate network intranet.

Installing a digital certificate

Use client and Certificate Authority (CA) digital certificates to enable HTC Desire 12 to access VPN or secured Wi-Fi networks, and also to provide authentication to online secure servers. You can get a certificate from your system administrator or download it from sites that require authentication.

▪ You must set a lock screen PIN or password before installing a digital certificate.

▪ Some apps such as your browser or email client let you install certificates directly in the app. See the app's help for details.

1. Save the certificate file in the root folder on HTC Desire 12 or your storage card.

2. From the Home screen, swipe up and then tap **Settings** > **Security**.

3. Tap **Install from SD card**.

4. Browse to the certificate and select it.

5. Enter a name for the certificate and select how it will be used.

6. Tap **OK**.

Using HTC Desire 12 as a Wi-Fi hotspot

Share your data connection with other devices by turning HTC Desire 12 into a Wi-Fi hotspot.

▪ Make sure the data connection is turned on.

▪ You must have an approved data plan associated with your account from your mobile service provider to use this service. Devices connected to your Wi-Fi hotspot use data from your subscribed data plan.

1. From the Home screen, swipe up and then find and tap **Settings**.

2. Under Wireless & Networks, tap **More**.

3. Tap **Tethering & portable hotspot** > **Portable Wi-Fi hotspot**.

    The first time you turn on the Wi-Fi hotspot, you'll need to set it up.

4. Tap **Set up Wi-Fi hotspot**, and then enter a hotspot name or use the default.

5. Enter a password or use the default.

   The password is the key other people need to enter on their device so they can connect and use HTC Desire 12 as a wireless router.

6. Tap **Save**.

7. Tap the Portable Wi-Fi Hotspot **On**/**Off** switch to turn it on.

HTC Desire 12 is ready to be used as a Wi-Fi hotspot when you see on the status bar.

To help minimize security risks, use the default security settings and set a strong and unique password.

Sharing your phone's Internet connection by USB tethering

No Internet connection available for your computer? No problem. Use the data connection of HTC Desire 12 to connect to the Internet.

§ You may need to have USB tethering added to your data plan, and it may incur additional cost. Contact your mobile service provider for details.

§ Make sure that mobile data is turned on.

1. Connect HTC Desire 12 to your computer using the provided micro USB cable.

2. From the Home screen, swipe up and then find and tap **Settings**.

3. Tap **More** > **Tethering & portable hotspot** > **USB tethering**.

4. Tap the USB tethering **On**/**Off** switch to turn it on.

Bluetooth

Turning Bluetooth on or off

1. From the Home screen, swipe up and then tap **Settings** > **Bluetooth**.

2. Tap the Bluetooth **On/Off** switch to turn the Bluetooth connection on and off.

Turn off Bluetooth when not in use to save battery power, or in places where using a wireless device is prohibited, such as on board an aircraft and in hospitals.

Connecting a Bluetooth headset

You can listen to music over a Bluetooth A2DP stereo headset, or have hands-free conversations using a compatible Bluetooth headset.

Before you connect your headset, make it discoverable so HTC Desire 12 can find it. Refer to your headset manual for details.

1. Turn Bluetooth on and check the list of available devices.

    See Turning Bluetooth on or off on page 79.

2. If you don't see your headset listed, tap ⋮ > **Refresh** to refresh the list.

3. Tap the name of your headset in the Available Devices section. HTC Desire 12 pairs with the headset and the headset connection status is displayed in the Paired Devices section.

4. If prompted to enter a passcode, try 0000 or 1234, or consult the headset documentation to find the passcode.

When the Bluetooth headset is connected, you'll see ✳ in the status bar.

Normally, you can easily reconnect your headset by switching on Bluetooth on HTC Desire 12, and then turning on the headset.

However, you might have to connect manually if your headset has been used with another Bluetooth device.

1. Turn Bluetooth on and check the list of paired devices.

   See Turning Bluetooth on or off on page 79.

2. Tap the headset's name in the Paired Devices section.

3. If prompted to enter a passcode, try 0000 or 1234, or consult the headset documentation to find the passcode.

If you still cannot reconnect to the headset, follow the instructions in Unpairing from a Bluetooth device on page 80, and then follow the steps under Connecting a Bluetooth headset on page 79.

Unpairing from a Bluetooth device

1. Turn Bluetooth on and check the list of paired devices.

   See Turning Bluetooth on or off on page 79.

2. In the Paired devices section, tap ✿ next to the device to unpair.

3. Tap **Forget**.

Receiving files using Bluetooth

HTC Desire 12 lets you receive various files with Bluetooth including photos, contact info, and documents such as PDFs.

> Refer to the device's documentation for instructions on sending information over Bluetooth.

1. Turn Bluetooth on.

   See Turning Bluetooth on or off on page 79.

2. On the sending device, send one or more files to HTC Desire 12.

3. If asked, accept the pairing request on HTC Desire 12 and on the sending device. You may also be prompted to enter the same passcode or confirm the auto-generated passcode on both devices.

   You'll then get a Bluetooth authorization request.

4. Tap **Pair**.

5. When HTC Desire 12 receives a file transfer request notification, slide the Notifications panel down, tap the incoming file notification, and then tap **Accept**.

6. When a file is transferred, a notification is displayed. Slide the Notifications panel down, and then tap the relevant notification.

7. Tap the received file to view it.

Common settings

Do not disturb mode

Use Do not disturb mode to reject calls, and silence audible alerts and notifications, but still keep a data connection available.

1. With two fingers, swipe down from the top of the screen to open Quick Settings.

2. Tap ⊘ . If necessary, swipe to the next screen.

3. Tap **Total silence**, **Alarms only**, or **Priority only** depending on if you want to allow exceptions. When **Priority only** is selected, you can receive messages or calls from contacts in your exceptions list.

4. Tap **Until you turn this off** if you want to turn off Do not disturb by yourself or tap ✚ or ➖ to set the number of hours before Do not disturb turns off automatically.

5. Tap **Done** to activate it.

The Do not disturb icon ⊖ will appear in the status bar.

> § When the screen is on, press VOLUME and then tap **End now** to turn off Do not disturb mode quickly.
>
> § When you press VOLUME down until you reach silence mode, Do not disturb **Alarms only** mode is activated.

> When Do not disturb is on, the notification LED will not flash.

Blocking visual disturbances

You can set Do not disturb mode to block visual disturbances such as pop up notifications.

1. From the Home screen, swipe up and then tap **Settings** > **Sound**.

2. Tap **Do not disturb** > **Block visual disturbances**.

3. Tap the **On/Off** switches to choose whether to block visual disturbances when the screen is on and off.

Allowing notifications and contacts to bypass Do not disturb mode

Add important contacts to an exceptions list so you can still receive their calls and messages even when Do not disturb mode is on.

1. From the Home screen, swipe up and then tap **Settings** > **Sound**.

2. Tap **Do not disturb** > **Priority only allows**.

3. Tap the **On/Off** switch next to the items you wish to allow.

4. Tap **Messages** or **Calls** to select who can contact you.

Setting a Do not disturb schedule

Schedule Do not disturb to turn on automatically and how long will it last. For example, you can set it to turn on during a weekly meeting.

1. From the Home screen, swipe up and then tap **Settings** > **Sound**.

2. Tap **Do Not Disturb** > **Automatic rules**.

3. Tap **Add rule**.

4. Select whether to base the rule on a time or an event, enter a name for the rule, and then tap **OK**.

5. Set the rule's parameters.

Rule	Settings
Time rule	▪ Set the days. ▪ Set the start and end times. ▪ Select a Do not disturb level. You can also choose whether to allow the rule to stop at either the rule end time or by the next alarm you've set in the Clock app.
Event rule	▪ Select a calendar you want to make the rule for. ▪ Set a condition for the type of reply. ▪ Select a Do not disturb level.

> You can turn an automatic rule on or off by tapping the **On/Off** switch when viewing the details of the rule.

Location settings

Some apps use your location to provide information that you need. Choose a location mode to use based on how accurate you want these apps to determine your location.

1. From the Home screen, swipe up and then tap **Settings** > **Location**

2. If the **On/Off** switch is off, tap it to turn on location mode.

3. Tap **Mode**, and then select one of the following location modes:

   - **High accuracy** provides a better estimate of your location. It relies on GPS, Wi-Fi, Bluetooth, or mobile networks to determine your location. This mode uses Google location services.
   - **Battery saving** relies on Wi-Fi, Bluetooth, or mobile networks without using GPS to consume lesser battery power. This mode uses Google location services.
   - **Device only** uses GPS.

> Turning off a location source (for example GPS) means no applications on HTC Desire 12 will collect your location data through that location source. However, third party applications may collect — and HTC Desire 12 may continue to provide — location data through other sources, including through Wi-Fi and signal triangulation.

Airplane mode

When you enable Airplane (Flight) mode, all wireless radios on HTC Desire 12 are turned off, including the call function, data services, Bluetooth, and Wi-Fi.

When you disable Airplane mode, the call function is turned back on and the previous state of Bluetooth and Wi-Fi is restored.

> - You can manually turn Bluetooth and Wi-Fi back on after enabling Airplane mode.
> - If USB tethering is turned on, enabling Airplane mode turns it off. You need to manually turn USB tethering on after you disable Airplane mode.

Do any of the following to turn Airplane mode on or off:

- In **Settings** > **More**, tap the Airplane mode **On/Off** switch to turn Airplane mode on or off.
- With two fingers, swipe down from the status bar to open the Quick Settings panel. Tap the **Airplane mode** tile to turn airplane mode on or off.

When enabled, the Airplane mode icon ✈ is displayed in the status bar.

Automatic screen rotation

Automatic rotation is not supported in all applications.

1. With two fingers, swipe down from the status bar to open the Quick Settings panel.

2. Tap the **Auto-rotate** / **Portrait** tile to toggle between the two modes.

Setting when to turn off the screen

After a period of inactivity, the screen turns off to conserve battery power. You can set the idle time before the screen turns off.

1. From the Home screen, swipe up and then tap **Settings** > **Display**.

2. Tap **Sleep**, and then tap the time before the screen turns off.

Screen brightness

Screen brightness level can be automatically adjusted or manually set.

1. From the Home screen, swipe up and then tap **Settings** > **Display**.

2. Use **Adaptive brightness** to automatically adjust the screen brightness depending on your lighting environment. This feature is turned on by default.

   If you want to manually set the screen brightness, tap the Adaptive brightness **On/Off** switch to turn it off.

3. Tap **Brightness level**, and then drag the slider.

   This sets the maximum brightness level for Adaptive brightness if this feature is turned on, or allows you to manually set the screen brightness if the feature is turned off.

Adjusting the display size

Resize items and fonts on the screen to make them easier to see.

1. From the Home screen, swipe up and then tap **Settings** > **Display**.

2. Tap **Display size**.

3. Tap ➕ or ➖, or drag the slider to increase or decrease the size of fonts or items on the screen.

Swipe left or right above Preview to see the actual look of your selected display size.

Touch sounds and vibration

Some people like the sound or vibration feedback they get when touching the screen, and some don't. You can turn on or off various types of touch sounds and vibration on HTC Desire 12.

- Touch tones when tapping the phone dial pad
- Touch sounds when tapping onscreen items
- Screen lock sounds
- Vibration when pressing navigation buttons
- Touch sound and vibration when tapping the keyboard

Turning touch sounds and vibration on and off

1. From the Home screen, swipe up and then tap **Settings** › **Sound**.

2. Tap **Other sounds**.

3. Tap the **On/Off** switch next to option you want to toggle.

Turning off keyboard sounds and vibration

1. From the Home screen, swipe up and then tap **Settings** › **Languages & input**.

2. Tap **Virtual keyboard** › **TouchPal - HTC Sense Version** › **General settings**.

3. On the General settings screen, do one of the following:

   - Tap **Keypress sound**, clear **System Volume**, and then drag the slider all the way to the left to turn off keyboard sounds.
   - Tap **Keypress vibration**, clear **System default**, and then drag the slider all the way to the left to turn off keyboard vibration.

4. Tap **OK**.

Changing the display language

Changing the language adjusts the keyboard layout, date and time formatting, and more.

You can choose several languages and specific dialects so that apps with localized content will display correctly.

1. From the Home screen, swipe up and then tap **Settings** › **Languages & input**.

2. Tap **Languages**. The first language in the list is the default display language.

3. Tap **Add a language** to add another language to the list, and then select the regional variant of the language.

> You can press and hold ☰ next to the language you want, and drag it to the beginning of the list to set it as your display language.

4. To remove languages from the list, tap ⋮ › **Remove** and then select the languages you want to remove.

Changing the display font

Download fonts online so you can change the display font style.

1. From the Home screen, swipe up and then tap **Settings** > **Display**.

2. Tap **Font style** .

3. Switch to the Online tab, choose a font that you like, and then tap **Download**.

4. Tap **Use** to apply the font style you've just downloaded.

> To change to another font style that you've downloaded, switch to the Local tab. Select a font in the list, and then tap **Use**.

Security settings

Assigning a PIN to a nano SIM card

You can help to protect the nano SIM card by assigning a Personal Identification Number (PIN).

Make sure you have the default PIN provided by your mobile operator before continuing.

1. From the Home screen, swipe up and then tap **Settings** > **Security**.

2. Tap **Set up SIM card lock**.

3. Switch to the tab of the card you want to assign a new PIN to.

4. Turn on the Lock SIM card **On/Off** switch, enter the default PIN of the card, and then tap **OK**.

5. To change the card PIN, tap **Change SIM PIN**.

Restoring a nano SIM card that has been locked out

If you enter the wrong PIN more times than the maximum number of attempts allowed, the card will become "PUK-locked."

You need a Pin Unlock Key (PUK) code to restore access to HTC Desire 12. Contact your mobile operator for this code.

1. On the Phone dialer screen, enter the PUK code, and then tap **Next**.

2. Enter the new PIN you want to use, and then tap **Next**.

3. Enter the new PIN again, and then tap **OK**.

Setting a screen lock

Help protect your personal information and help prevent others from using HTC Desire 12 without your permission.

Choose to set a screen lock pattern, numeric PIN, or other means of locking your phone. You'll be asked to unlock the screen every time HTC Desire 12 is turned on or when it's idle for a certain period of time.

1. From the Home screen, swipe up and then tap **Settings** > **Security**.

2. Under Device security, tap **Screen lock**.

3. Select a screen lock option and set up the screen lock.

4. Beside **Screen lock**, tap ✿ > **Automatically lock**, then specify the idle time before the screen locks.

> 💡 Tap ✿ and tap the Make pattern visible **On/Off** switch to turn it off if you don't want your screen lock pattern to display as you draw it onscreen.

Setting up Smart Lock

Use Smart Lock as an alternative way to unlock your phone, in the event you forget your password, PIN, or pattern. Set Smart Lock to unlock your phone when the phone recognizes your face or voice.

You can also set it to keep your phone unlocked in certain situations, such as when the phone is with you and you're in a trusted location.

1. From the Home screen, swipe up and then tap **Settings** > **Security**.

2. Tap **Smart Lock**.

> 📢 You need to have a screen lock set up before you can use Smart Lock. If you haven't set up a screen lock, tap **Screen lock**. This will be your alternate screen lock method.

3. Confirm your screen lock.

4. Choose whether to unlock your phone through voice or facial recognition, or keep the phone unlocked when:

    ▪ You're carrying the phone
    ▪ You're in a trusted location such as your home or office
    ▪ The phone is connected to a trusted device such as your Bluetooth watch or car system

5. Follow the onscreen instructions, and then press ◁ to return to the Security screen.

6. Under Device security, tap ✿ to the right of **Screen lock**, tap **Automatically lock**, and then specify the idle time before the screen is locked.

To help make Smart Lock more reliable and more secure when using facial recognition, you can train HTC Desire 12 to recognize your face in different situations, such as when you're wearing glasses or sporting a beard.

Tap **Smart Lock**, confirm your screen lock, then tap **Trusted face** > **Improve face matching**. Follow the onscreen instructions.

Turning the lock screen off

Rather not have to unlock your phone every time you wake it up? You can turn the lock screen off in Settings.

It is recommended that you have a screen lock to help secure your phone from unwanted access.

1. From the Home screen, swipe up and then tap **Settings** > **Security**.

2. Under Device security, tap **Screen lock**.

3. Enter or confirm your lock screen, and then tap **None** > **Yes, remove**.

To turn lock screen on again, tap **Screen lock** again to set one.

Accessibility settings

Accessibility settings

Use these settings to turn accessibility functions or services on or off. When you've downloaded and installed an accessibility tool, such as a screen reader that provides voice feedback, you can also control them using these settings.

1. From the Home screen, swipe up and then tap **Settings** > **Accessibility**.

2. Tap or select the settings you want.

Navigating HTC Desire 12 with TalkBack

Use TalkBack if you need to navigate HTC Desire 12 by spoken feedback. When you touch the screen, HTC Desire 12 vibrates and gives you an audible response so you know what you are touching.

> ✎ Not all languages are supported.

Turning TalkBack on

1. From the Home screen, swipe up and then tap **Settings** > **Accessibility**.

2. Tap **TalkBack**, and then tap the **On/Off** switch.

3. Read the TalkBack disclaimer and then tap **OK**.

A short tutorial explaining how to use TalkBack will begin playing after you turn on TalkBack.

> ✎ TalkBack works best if you turn off automatic screen rotation.

Turning Explore by touch on or off

Explore by touch allows HTC Desire 12 to respond to shortcut gestures and screen touches with audible feedback. Explore by touch is enabled when you turn on TalkBack.

1. From the Home screen, swipe up and then tap **Settings** > **Accessibility**.

2. Tap **TalkBack**, and then tap **Settings**.

3. Under Navigation, tap the **On/Off** switch next to **Explore by touch** to turn the feature on or off.

When Explore by touch is disabled, HTC Desire 12 will no longer respond to shortcut gestures or speak items when you touch the screen.

Using TalkBack gestures

When TalkBack is turned on and the Explore by touch setting is selected, the regular touch gestures are replaced by the TalkBack gestures.

Do one of the following:

Open an item	1. Drag your finger on the screen to find and select the item. 2. Double-tap anywhere on the screen to open the item.
Move an item	1. Drag your finger on the screen to find the item. 2. Double-tap anywhere on the screen, but don't lift your finger on the second tap. 3. Drag the item to a new spot and then lift your finger.
Scroll through a screen	Use two fingers to swipe up, down, left or right.
Unlock the lock screen	Use two fingers to swipe up from the bottom of the screen.
Open the Notifications panel	Use two fingers to swipe down from the top of the screen.

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